



Strategic Relationship Lead

Grade: PO6

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Strategic Relationship and Programmes Manager

Deputises for manager

Direct reports: 4

Budgets: not a budget holder



London Borough
of Hounslow

Your role

You will lead and manage the strategic relationship team within the digital transformation department.

An active member of the Director's wider leadership team, your contribution will have an impact upon the practical implementation of the #1Hounslow transformation programme and the delivery of the Digital Strategy.

You are a Digital and IT leader, with a responsibility to embrace and lead change, be outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

Whether managing staff or heading up a technical or functional specialism, the insight and expertise you bring will explicitly benefit Hounslow residents. You will go beyond your professional discipline and work across boundaries, within the organisation and beyond.

You will hold key operational relationships with suppliers and partners providing digital solutions and services. You will have good commercial awareness and understand the impact of business change on budgets, resources and services.

What you'll do

- Lead, manage and develop a team that manages the relationship between Digital and IT and council services and partners.
- Ensure that there is a business relationship manager covering all areas where there is ongoing digital and IT service or project delivery.
- Actively seek broader strategic relationships across the council, its partners, other agencies and suppliers that have potential to support the delivery of the digital strategy or require digital services.
- Develop the approach to relationship management within the team, creating consistency and a shared vision to ensure that the services and projects meet our users' needs and drive high levels of customer satisfaction.
- Take an overall view of the requirements from different service areas and understand how these align with or affect the digital strategy, working the wider team to ensure the strategy remains relevant.
- Identify and shape solutions that optimise existing systems or that explore the use of new technologies, offering opportunities for digital to transform the lives of our communities.
- Provide expert advice and guidance on business case and scope development and contribute to developing any new project or governance arrangements.

What you'll do (continued)

- Work with project delivery and support colleagues to maintain the portfolio and to ensure that the priority projects have sound business cases, funding and resources to deliver upon our commitments.
- Champion new and innovative approaches, including service design, prototyping and agile, helping the business to participate and fully own and commit to the resulting solution.
- Explore opportunities for digital service provision and new business, working in close collaboration with the IT commercial function.
- Understand the overall service that Digital and IT delivers to different parts of the organisation and its partners, taking an active part in establishing and maintaining service descriptions and standards.
- Ensure the successful transition into service of new or changed solutions and continue to review its effectiveness after go-live.
- Stay current with applications' roadmaps and proactively identify new features and developments that may benefit the business.
- Be aware of standards and requirements around accessibility, data and business continuity.
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the service and wider organisation.
- Assist in the conduct of elections as required.

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

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- You'll bring experience of working in a similar role for in an organisation of comparable scope and complexity pursuing a transformational agenda.
 - You can demonstrate great leadership skills, both in managing, inspiring and supporting your team and in influencing the wider organisation in embracing digital opportunities.
 - You're highly skilled in programme management and strategic relationships and can effectively communicate our Digital Strategy and the portfolio of work that delivers it to a broad audience, ensuring that the work of the department delivers on our vision.
 - You're passionate about delivering transformational change and you can realise this in practical terms through the delivery of an ambitious suite of projects and programmes that improve the lives of our communities.
 - You're an expert at building relationships and establishing trust and you work in a collaborative way that promotes cross-team working between Digital and IT and the wider organisation and its partners.
 - You're a strategic leader who drives change and transformation through embracing innovation and exploring ideas.

Let's talk about you

- You're a champion of creativity, looking for new opportunities for improved service provision and forging strong connections and new partnerships.
- You can influence how the digital strategy and project portfolio can impact and be impacted by the overall needs of the business.
- You have a broad understanding of technical and digital solutions, how they are used across the organisation and the impact they have on the lives of our communities.
- You have good financial acumen, with experience of managing budgets and able to assess and estimate the impact of business change on process, application, data and technology.
- You can develop the existing functions to incorporate new approaches and to work in an effective and collegiate way across the organisation.
- **Qualification:** you hold a degree-level qualification or demonstrable work-based experience that evidences an equivalent level of attainment and competence in related design disciplines.
- You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy

Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.



“Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.”

Mark Lumley, Director of Digital and IT

- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.



Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits