

Job Description

Job Title:	Head of Information and Communications Technology
Department:	Information and Communications Technology
Reporting to:	Deputy Commissioner/Head of Operational Design
Responsible for:	ICT Team comprising <ul style="list-style-type: none">• Maintenance and Support Team (1.5 wte)• Case Management System developers (2 wte).
Salary:	up to 69k
Term:	Fixed Term Contract for 2 years, with possibility of extension

1. Purpose of the job

- The Head of ICT is responsible for OISC's Information and Communications Technology infrastructure and equipment, including the planning, provision, support and security of the OISC's ICT equipment and systems in support of the current and future business aims of the OISC.
- The main purpose of this role over the next 2 years will be to migrate the current office-based ICT infrastructure to an architecture that supports all OISC staff working remotely from home from April 2022 with minimal requirement for office space in which to locate equipment, making maximum use of cloud based systems.

2. Main duties

- ICT Strategy, Design, Policies and Procedures:
 - Develop an ICT Strategy for how a cloud-based ICT infrastructure can be developed and implemented, in support of OISC staff working remotely across the UK, and how this can be best maintained and supported in the most cost-effective manner.
- ICT Operations and Maintenance:
 - Oversee the routine maintenance and support of the ICT infrastructure to ensure it meets OISC business needs.
 - Identify emerging ICT operational or security threats, assessing their risk to the OISC and developing suitable mitigations as appropriate;
 - Ensure that the ICT systems are resilient and that planning for disasters and business continuity of the ICT is undertaken, reviewed and effectively implemented;
 - Provide support (including a helpdesk function) and advice on OISC related ICT issues or projects to the staff of the OISC.

- Budget, Resource and Contracts Management:
 - Manage the annual ICT budget and the demands upon it to ensure that expenditure does not exceed agreed levels;
 - Develop business cases for all ICT projects as required.
 - Establish strategic service provider relationships undertake ICT contract and service procurement in line with the OISC's procurement policy;
 - Manage ICT service providers, services, software contracts and licenses as appropriate;

- Project Management
 - Project manage the migration of the OISC ICT infrastructure to cloud based systems taking account of the planned exit from the current London Head Office in November 2022 where ICT equipment is currently located.

- Additionally, the Head of ICT will:
 - Be a member of the OISC's Senior Management Group which collectively oversees the delivery of the OISC Business Plan objectives.
 - Network with ICT representatives of similar organisations to share information and "lessons learnt";
 - Keep abreast of technology trends and developments within the ICT sector (and wider government) and identify those that offer solid, appropriate, cost-effective ICT solutions in response to the OISC's needs.

General:

The OISC is entering a period of unprecedented change in the period 2021 to 2024. The post holder will need to be flexible as the nature of the work involving senior managers will change with time, sometimes in ways that cannot be predicted. The post holder will be expected to take on changed responsibilities as and when required after consultation with the Commissioner.

Person Specification

Job title: Head of Information and Communications Technology
Department: Corporate Services

Essential criteria:

- Practical experience of leading, managing an ICT team within a small-medium sized organisation supporting staff who work remotely from home with no formal office base.
- Practical experience and demonstrable success in migrating an organisation's office-based ICT architecture to one that is cloud based.
- Experience of contracting with external providers for significant elements of an ICT architecture and successful management of contracts to ensure aims and objectives achieved.
- Experience of developing business cases and inputting financial requirements into processes such as Government Spending Reviews.
- Demonstrable experience of working in a fluid and/or ambiguous environment to successfully deliver outcomes when faced with uncertainty.
- Excellent oral and written communication skills with the ability to convey complex information in a concise and compelling fashion to senior managers
- Ability to analyse complex and diverse information and make effective recommendations to top management.

Desirable criteria:

- Prior experience of working in a regulatory environment.
- Experience or knowledge of immigration and/or the wider legal services framework within UK.
- Previous experience of working in a strategic environment with Senior Management and Board Members.

Competencies required:

- Project management
- Seeing the Big Picture.
- Making Effective Decisions
- Leading and Communicating.
- Collaborating and Partnering.
- Delivering at Pace.

Other:

- Willing to travel and to accommodate out of office hours, and some overnight stays on occasions.