

## **Job Title: Assistant Director Information, Technology & Digital Services**

**Reports To:** Director Digital & Customer Services

**Grade:** Assistant Director

### **Job Purpose:**

- The Council's vision to be a modern council has been developed closely with members and our partners across the City, and provides an exciting and challenging view for the growth of the Birmingham, where every child, citizen and place matters. Designed to develop our people and communities and to focus on our priorities of children, housing, health, jobs and skills.
- The foundations are laid for a 21st Century Council, with 21st Century Officers and Councillors. The Assistant Director IT&D is key to building on these foundations, by ensuring that the relevant capabilities available to the Council are used to maximum effect, in particular both financial and human capital.
- The role will, through inspiring others, identify, drive and secure opportunities to improve and transform Council services through the better use of data and technology. These opportunities will be found across the services directly managed and across the Council. As the pace of improvement needs to be rapid and sustainable the portfolio may change over time, so adaptability and focus on delivery are also critical features.
- The post is at the heart of the Extended Leadership Team and will lead and manage the following portfolio of services:
  - Web design & development
  - ICT Operations (infrastructure, desktop, data and voice networks)
  - ICT Service Management
  - Enterprise Architecture and solutions
  - Data as a service
  - Business Engagement, Analysis & Training
  - Technology Procurement - Category, Commercial and contract Management
  - Information assurance, governance and cyber security

### **Key Accountabilities:**

- To support the Chief Executive, Elected Members and colleagues in translating strategic vision and priorities into operational plans, monitoring their progress on a regular basis, identifying exceptions.
- To work with colleagues to identify and determine the best models of service delivery, which deliver high quality outcomes and performance and a high-quality customer experience.
- To provide strong professional and managerial leadership across the division, including setting clear objectives and measures, managing performance and resources, and assessing impact/risk.
- To create a working environment where employees will flourish and deliver services within Birmingham City Council to the highest possible standard.
- To develop/negotiate joint approaches to local service planning and delivery in partnership with all the relevant internal and external services providers and regional and national bodies.

- To develop and maintain positive and creative relationships with diverse stakeholders including elected members, council officers and other external agencies, in order to maximise joint effort and pool resources wherever possible.
- To develop a robust performance management system for the service to ensure all activities have clear business plans linked to council plans which direct staff objectives both within the service and across the Council.
- To act as an ambassador for the Council, promoting and enhancing the authority's image, forming strategic alliances and developing effective working relationships on a local, regional and national basis.
- To ensure the Council is equipped at all times and open to inspection/external assessment in order to maximise opportunities to learn and enhance outcomes and levels of achievement.
- To ensure all employees, both within the portfolio and across the Council, are developed and supported to enable them to reach required competencies to deliver services to both national and local standards through systematic and targeted performance management.
- To lead and promote good employee relations through staff engagement and regular contact with Trade Union representatives at all levels.
- To promote the council's core values and equal opportunities with our communities and staff through personal example, open commitment and clear action.
- To develop a positive working environment encouraging active involvement of employees in shaping the development and co-production of services.
- To foster a cross Council culture by ensuring the overall vision, ethos and values are central to the use of resources through introduction, development and application of appropriate organisational development strategies and delivery plans.
- To lead empowerment of managers and staff to operate within a culture of accountability and shared responsibility for generating and delivering the best possible outcomes.
- To deliver JNC Officer duties and to be available for emergency planning on a rota basis.

### **Key Results Areas:**

- To lead the Council's ICT and Digital strategy, providing vision and translating into action for all stakeholders, including; service users, external partners and for wider community development, considering security, procurement, governance, and capability building.
- To lead on the information management strategy, enabling the Council to become an information led and evidence based, organisation working with sound and reliable data for the benefit of its residents.
- To lead on the Councils Cyber Security Strategy ensuring the Council's data assets are safe while enabling the Council to work with more agility and provide access to new services and data in a flexible and secure way.
- To deliver customer focussed projects or programmes with a strong understanding of project management methodologies, change and risk management, agile development and the interaction between product development, implementation and support services within relevant time and cost constraints and to the appropriate level of quality.
- To lead collaboratively on developing solutions for the Council and cultural change required to drive technology transformation and introducing new processes and procedures to ensure business and service improvements are achieved.
- To manage resources and budgets, having due regard to relevant financial regulations, legislation, policy and procedures
- To work with the Council Leadership Team to shape the Council's strategic approach to Information, Technology and Digital Services.
- To lead the culture of driving delivery through data, ensuring the delivery and iteration of technology services is supported by effective analysis of the financial benefits of taking an agile, open, user-driven approach.
- To work collaboratively with cross-council process improvements, ensuring technology is strategically designed and implemented on a directorate, user-focused basis.

- To develop and foster excellent external relationships, with stakeholders, private sector and partner organisations to ensure the Council is a key player in national and regional activities.
- To direct and manage resources efficiently and effectively in order to achieve the Council's objectives for IT&D.
- To lead a culture of continuous improvement that delivers results through organisational and people development.
- Represent the Council in high level negotiations to resolve significant and controversial matters with stakeholders of the service.

### **Finance and Staffing Dimensions**

- Staffing Budget – approximately £21m
- Supply Chain Budget - approximately £17 million
- Staffing – approximately 450 FTEs
- External Income responsibility - approximately £7 million

**These duties are neither exclusive nor exhaustive and you may be expected to undertake duties and responsibilities, as directed by the Chief Executive.**

## Person Specification

**Job Title**            **Assistant Director ICT & Digital**

**Requirements**    Evidenced by: **a:** application form **b:** test **c:** interview

### Knowledge and Experience

Technical	a	b	c
A professionally qualification or equivalent, in one or more of the key service areas under the overall management of the post, with evidence of continuous professional development	✓		
A thorough understanding of the statutory and regulatory framework which guides local government/ the public sector.	✓		✓
Experience of proven strategic leadership and consistent achievement as a senior leader in a broadly comparable environment.	✓		✓
Experience of leading significant programmes of corporate and transformational change which had major impact on staff and processes and achieved significant budget savings.	✓		✓
Detailed practical understanding of property policy and its transition into implementation.	✓		✓
Detailed understanding of the property sector, and the political, economic and social environment in which services needs to be delivered.	✓		✓
Experience delivering best value through innovative, integrated, client and community focused service provision whilst promoting equal opportunities.	✓		✓
Experience in developing effective working relationships with diverse stakeholders and operating and negotiating with outside agencies	✓		✓
Experience of strategic management and achieving sustainable improvements, with the ability to translate strategic objectives into operational plans.	✓		✓
Experience in a senior role with strong strategic financial management in a local authority or equivalent organisation which has faced similar budget challenges, complemented by relevant experience in one or more of the key service areas under the overall management of the post.	✓		✓
Experience of effective budget management at a high level and accountability for strict	✓		✓

July 18

monitoring and best use of resources.			
Experience of applying commercial and business acumen, exploiting new opportunities to achieve output related change and an outward customer facing and community focus. This will include experience of creating new sources of income and securing major funding from public and private sources.	✓		✓
Experience and ability to use ICT tools to a basic standard (e.g. Word/ Excel/ PowerPoint), Outlook, Blackberry (or other smart phone), PC/Laptop, other ICT systems etc.)	✓	✓	

**Competency Framework**

Should you be shortlisted for an interview, you will also be assessed on the following competencies, strengths and values - where you will need to demonstrate/evidence how you meet the criteria outlined:

<b>Authentic: Sets vision and team direction</b>			
<b><i>Enterprising and performing</i></b>			
<b>Achieving personal work goals and objectives;</b>  Demonstrates personal strengths in pride and growth; accepts and tackles demanding goals with enthusiasm; works hard and puts in longer hours when it is necessary; seeks progression to roles of increased responsibility and influence; identifies own development needs and makes use of developmental or training opportunities; targets resources on key priorities and outcomes		✓	✓
<b>Entrepreneurial and commercial thinking;</b>  Demonstrates personal strengths in improvement and prevention, as well as commercial and business acumen; keeps up to date with competitor information and market trends, maintains awareness of developments in the organisational structure and politics; tenacious drive for continuous improvement, demonstrates financial awareness; controls costs and thinks in terms of profit, loss and added value.		✓	✓
<b>Creating and conceptualising - formulating strategies and concepts;</b>  Demonstrates a strength in strategic awareness; Works strategically to realise organisational goals; demonstrates creativity, initiative, resourcefulness and resilience, sets and develops strategies; identifies, develops positive and compelling visions of the organisations future potential; takes account of a wide range of issues across, and related to, the organisation.		✓	✓

<b>Enabling: Develops great staff teams</b>			
<i>Supporting and co-operating</i>			
<b>Adhering to values and behaviours;</b>			
Demonstrates strong moral compass; upholds public service ethics and values; and demonstrates integrity; promotes and defends equal opportunities, has a personal and professional commitment to trust, builds diverse teams; encourages organisational and individual responsibility towards the community and the environment.		✓	✓
<b>Leading and supervising;</b>			
Demonstrates a strength in acting as a catalyst; a strong leader with energy, flair, resilience and credibility; provides others with a clear direction; inspires, leads, motivates and empowers others; recruits staff of a high calibre; provides staff with development opportunities and coaching; sets appropriate standards of behaviour and tackles underperformance sensitively and effectively.		✓	✓

<b>Collaborative: Builds great relationships and partnerships</b>			
<i>Interacting and presenting</i>			
<b>Relating and networking;</b>			
Demonstrates a strength in rapport building; easily establishes good relationships with diverse stakeholders including elected members, customers, staff and partners; communicates well with people at all levels, including members, partners and trade union representatives; builds wide and effective networks of contacts.		✓	✓
<b>Persuading and influencing;</b>			
Demonstrates a strength in persuasion; gains clear agreement and commitment from others by persuading, convincing and negotiating; makes effective use of political processes to influence and persuade others; promotes ideas on behalf of oneself or others; makes a strong personal impact on others; takes care to manage one's impression on others to maximise opportunities.		✓	✓

<b>Resourceful: Weaves resources to add value to outcomes</b>			
<i>Adapting and coping</i>			
<b>Adapting and responding to change</b>			
Demonstrates strong personal strengths in resilience, bounce back and reconfiguration; maintains a positive outlook; adapts to changing circumstances; tolerates ambiguity; accepts new ideas and change initiatives; adapts interpersonal style to suit different		✓	✓

<p>people or situations; remains calm and focussed; shows an interest in new experiences and challenges; handles criticism well and responds appropriately.</p>			
<p><b>Determining and initiating action;</b></p> <p>Demonstrates a strength in judgement and personal responsibility; takes responsibility for actions, projects and people; works under own initiative; initiates and generates activity and introduces changes into work processes; makes quick, clear decisions which may include tough choices or considered risks and sees ideas through to delivery, basing decisions on evidence.</p>		✓	✓