

JOB DESCRIPTION

JOB TITLE	ASSISTANT DIRECTOR: STRATEGIC CHANGE & DIGITAL TRANSFORMATION
GRADE	AD1
REPORTING TO	DIRECTOR OF RESOURCES
JD REF	LEAD0025

PURPOSE

To lead organisational change and transformation programmes that deliver the sustained improvement and modernisation of the organisation to deliver better outcomes for Wirral residents. This will include providing strategic vision, leadership and management for the Council's Strategic Change and digital functions and programme management office.

To drive innovation and optimise technology to deliver efficiencies across the organisation and ensure the very best services to residents.

To work collaboratively with the senior leadership team of the Council to deliver the objectives of the Wirral Plan and contribute to the development of wider corporate strategies.

MAIN DUTIES AND RESPONSIBILITIES

1. Leading the functions within Business, Change, Organisational Design, Programme Office, ICT and Digital, Data and Technology so together they form the high performing change engine supporting the organisation to deliver our strategic goals.
2. To lead and develop digital direction, strategy, and culture to shape and deliver the Council's journey to becoming an agile, efficient, effective, customer focused and digitally empowered organisation.
3. To take the lead in driving, enabling, and supporting us to deliver on people centred, change and transformation programmes to achieve our ambitions and lasting change delivering against strategic priorities and objectives.
4. To lead the development, delivery and pace of large-scale major programmes that deliver demonstrable benefits; monitoring, measuring, and reporting on how these benefits are realised to provide assurance on the continued value of investment.
5. To develop and lead the business change programme which delivers against strategic priorities and objectives, and which takes account of competing and/or conflicting priorities and the needs of employees, elected members, partners, residents, visitors, and other key Wirral stakeholders.
6. To lead on the implementation of a Target Operating Model which aligns council operations and services with the vision and strategy in the Wirral Plan and which delivers beneficial outcomes and resulting efficiencies.

7. Lead the improvement of digital architecture and define appropriate enterprise architecture models to optimise business operations and to ensure all technical solutions are integrated into current and future business needs.
8. Lead and oversee all aspects of ICT for the Council ensuring this is in alignment with the Council's short and long-term delivery objectives, including oversight of core operations, service delivery and cyber security.
9. Lead and own the Council's Digital Disaster Recovery and Digital Business Continuity Plan, providing oversight of the development and testing of plans, in order to maintain appropriate provisions to meet any relevant Civil Contingencies responsibilities.
10. Lead contractual negotiation with ICT and Digital suppliers to minimise risk and protect the Council's liability while gaining robust, value for money contracts that will provide long term continuity for the Council's ICT and Digital operations. Ensure effective contract monitoring is carried out including processes for remedial action where necessary.
11. Oversee the development of ICT and Digital policy, procedures, and operational practices, developing and ensuring that appropriate Council ICT and Digital policies and decisions are communicated consistently and effectively.
12. To monitor, measure and report on the progress of major programmes of change to provide assurance on the realisation of benefits, the continued value of change programmes and any necessary changes in direction as a result.
13. To lead, drive and enable organisational change, innovation and modernisation through appropriate innovative and digitally enabled solutions, systems, and processes.
14. To develop and implement business improvement strategies, to ensure the Council has the capacity and capability to deliver the outcomes of the current and future Wirral plan/objectives and changing priorities.
15. To deliver a service review programme as part of the Strategic Change agenda through an agreed methodology reporting progress to Leadership Teams and Elected Members.
16. To ensure the Council's digital strategy is aligned with the People Strategy to provide the tools to deliver change through people and a workplace that is fit for the future.
17. To role model and champion the '#BeTheDifference' culture to embed our ethos as an agile, efficient, effective, customer focussed, high performing organisation.
18. As an Assistant Director, meet all legal responsibilities in relation to the health and safety obligations set out in the Council's health and safety policy.
19. As an Assistant Director, actively promote and role model the Council's targets and aspirations in relation to climate change and reducing carbon emissions.
20. Manage the budget associated with this post.
21. Manage the team who report to this post and provide wider leadership as a senior player at the Council.
22. As part of the SLT, drive significant cultural change through the Council working with partners in a modern and proactive way.
23. To undertake other reasonable duties commensurate with the job role as directed by the Director.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

- Relevant programme/project management or ICT qualification or equivalent experience.



- A clear focus on the big strategic picture and developing innovative ideas and translate them into practical actions.
- A passion for improving customer experience.
- A great track record of leading the delivery of organisation wide culture, service and digital transformation in a large, complex political environment which has resulted in clear and measurable customer and organisational benefits
- Knowledge of 'current thinking' and approaches relating to organisational change, business improvement, driving improvements and innovation through technology, and programme management.
- Strong digital and IT knowledge, with an inquisitive mind to find out how future developments can best help us to achieve our goals.
- Excellent practical understanding and experience of agile methodologies and user centred design, when to use them, and how to introduce and embed them in an organisation to deliver better customer outcomes, experience, and results.
- Significant experience in embedding change, transformation, and new ways of working through well-honed change management, communication and influencing skills
- A proven track record of using intelligence and data to drive decision making and using this to develop a learning organisation.
- Knowledge of digital architecture models with a strong understanding of how these optimise and support business improvements.
- Experience of giving strategic advice on complex change and/or digital programmes/projects.
- Experience of establishing and building effective partnership arrangements to deliver outcomes.
- Evidence of working on strategic cross cutting organisational and system wide projects.
- Significant experience of digital strategy implementation through strategic partnerships and relationship management.
- Experience of the implementation and designing of Disaster Recovery and Digital Business Continuity Plans.
- Experience of leading contractual negotiations with suppliers.
- Experience of directing and leading programmes encompassing digital technologies & services delivering business change.

ADDITIONAL INFORMATION

- The postholder must be able to travel across the borough.
- Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.
- All Senior Leaders are requested to participate in the Council's Senior Duty Officer rota on a limited number of occasions each year.

DATE OF APPROVAL: AUGUST 2022

APPROVED BY: SHAER HALEWOOD: DIRECTOR OF RESOURCES

