

Epsom & Ewell Borough Council

Role Profile

Role Title:	Head of ICT
Job Family:	Head of Service
Service:	ICT
Location:	Council offices, The Parade, Epsom, Surrey KT18 5BY
Reporting To:	Director of Corporate Services

<p>Role Purpose:</p> <p><i>Why the role exists and its contribution</i></p>	<p>To provide effective leadership and management of Information Communications Technology Division</p> <p>To manage such other areas that may be allocated from time to time.</p> <p>As a member of the Council's Leadership Team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive and high performing culture.</p>
--	---

Main Duties and accountabilities

<p>Service Specific</p>	<p>To manage the Council's ICT Digital resources to deliver technology and digital services.</p> <p>To provide digital leadership to deliver highly effective and efficient services to customers.</p> <p>Lead on the preparation of the annual Service Delivery Plan and the ICT Digital Strategy, performance management, benchmarking, consultation and service planning.</p> <p>Promote Digital and ICT's profile within the Council and improve business understanding of what ICT does particularly to Members and through presentations and workshops, market the opportunities offered by developing ICT services and customer access channels.</p> <p>Management of Digital resources including staff selection, recruitment and development. Monitor works plans and provide advice and guidance relating to staff development ensuring appropriate training is undertaken.</p> <p>Perform the role of Senior Information Risk Owner (SIRO) and undertaken the training required for this role.</p> <p>To lead on the ICT Digital Governance arrangements for the Council. Ensuring that decisions are agreed on the basis of a supporting Business Case.</p>
--------------------------------	---

	<p>Prepare, manage and monitor the capital and revenue budgets for ICT.</p> <p>To ensure correct and adequate systems capacity is available to meet the needs of IT users. Services provided are resilient and recoverable in accordance with the Business Continuity Plan and disaster recovery processes are developed and tested.</p> <p>As part of helping the Council achieve its vision, to work in partnership with Council departments to ensure the support and development of systems is aligned to service priorities.</p> <p>To ensure the provision of a high quality service desk, a web and business application service, a technical infrastructure team and the compilation and delivery of agreed work plans</p> <p>To ensure supplier contracts are monitored, managed and maintained, to include regular meetings to review performance.</p> <p>To seek continuous improvement in the quality and efficiency of service delivery, value for money and cost effectiveness of the services.</p>
<p>Head of Service related</p>	<p>Corporate Leadership</p> <p>To communicate ownership of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation.</p> <p>To champion and encourage corporate working as part of a one team Council approach</p> <p>To lead and champion the implementation of key corporate and service projects, achieving agreed outcomes including delivery on time and within budget.</p> <p>To provide high quality and timely advice to all Members of the Council and relevant staff.</p> <p>To attend and contribute as required to meetings of the Council, including Committee meetings, working groups, and outside bodies.</p> <p>To promote and champion the positive interests of the Council and the borough.</p> <p>To lead and contribute to the work of the Council's Leadership Team.</p> <p>To keep the Senior Management Team, and appropriate Chairmen informed of service issues and developments</p> <p>To develop and maintain excellent internal and external working relationships to secure positive outcomes for the Council and the borough.</p>

To contribute to the smooth running of elections including polling day and the count.

Staff Leadership

To develop a highly engaged and high performing staff team ensuring that all staff are encouraged to realise their potential through their on-going learning and development

To create a positive working environment where staff are treated with dignity and respect and where equality of opportunities are promoted.

To promote a culture of excellent customer service where the needs of customers are understood and responded to.

To ensure that effective recruitment, induction and probation arrangements are in place to maximise the positive contribution of new appointments to the work of the Council.

To ensure that all staff have the opportunity of regular team meetings and My Performance Conversations and appraisals.

To undertake the timely management of performance issues

Financial and Performance Leadership

To establish and maintain effective arrangements for performance management, including service delivery plans, budget and performance monitoring and reporting, contract monitoring and My Performance Conversations.

To exercise robust financial control over service, income and staffing budgets, ensuring that budget targets are met.

To ensure that value for money is achieved, including looking at opportunities to increase income, reduce costs or explore alternative ways of delivering services.

To ensure that there are effective systems in place to enable the efficient and resilient operation of the service.

Risk Management, Health and Safety and Civil Emergencies

To assess the risks associated with the service and ensure that robust measures are in place to manage these risks effectively, including the risk of fraud.

To provide a healthy and safe working environment and implement and promote relevant corporate policies and training in all work areas.

To have a key role in business continuity planning and participate in the Council's Civil Emergencies response, including out of hours arrangements.

Continuous Professional Development

	<p>To keep abreast of economic, legislative, political, social and technical developments impacting on the service and on local government more generally</p> <p>To maintain professional development (CPD) and attend corporate training as required. .</p>
--	--

The key decision making areas in the role

- **Operational and strategic:** advice to Members, staff and key stakeholders
- **Human resources and job design:** implement continuous improvement programme with regular reviews, provide continuous and up to date training for employees, keeping abreast of all Health and Safety needs and services associated regulations and corporate policies. Every employee to have a record and inventory of expected standards, knowledge and abilities required for their role.
- **Robust service continuity:** business risks and emergency planning strategy's, weather, supply shortages and labour.
- **Resourcing:** assigning duties, how many people, equipment/vehicles are required to do the job effectively and efficiently, this includes maintenance of staff and equipment / vehicles as well as the process. i.e. what do you need to maintain quality and keep resources reliable and stable.
- **Services:** seeing ways to implement consistency in costs, quality and resources across all departments, managing within the agree budget and staffing levels. To have an understanding of revenues per sales unit and reduce costs where possible when a service or part of it is subsidised by Council.
- **Keeping up-to-date:** understanding and implementing, legislation and policies
- **Quality management:** understanding customer requirements and then meeting those expectations.
- **The creation of business and marketing plans:** for existing and new service projects, development, implementation and approval of fully costed service enhancements, with the objective for services to be commercially set-up, as a self-funding provision when and where possible.
- **Process and capability planning:** design strategies to support service goals including technology and resources, determine what processes are necessary and how to keep them running efficiently.

Customers and contacts

All staff, Heads of Services, Elected Members, Government Departments and Agencies, Developers, Local Businesses, Residents and Residents Groups, Housing Associations, Community Groups.

Dimensions of the role	
Financial	Non-financial
<ul style="list-style-type: none"> • Annual revenues expenditure c £718k • Annual capital expenditure c £250k • Monitoring annual budgets and assisting with setting new year budgets • Management of budgets for hardware, software, support and maintenance contracts and ICT projects 	<ul style="list-style-type: none"> • 2 Direct Reports • Annual calls to the service desk in excess of 5000 • Council's infrastructure estate • Project and programme management • Business continuity and disaster recovery • Prevention of cyber attack • Compliance with statutory requirements and government directives across all systems (e.g PCI/PSN/GCF) • Health and safety of ICT team and wider council employees using ICT equipment

Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Relevant qualification in management (ITIL preferred)	E	X	
Relevant degree or evidence of equivalent experience in a senior leadership role	E	X	
Evidence of continuous professional development.	E	X	
Membership of a professional body such as BCS, CIM or relevant technical qualification	D	X	
Knowledge and Experience			
Extensive knowledge of a complex ICT environment	E	X	X
Project management experience and qualification	E	X	X
Track record of leading and developing high performing teams	E	X	X
Experience of successfully managing income and expenditure budgets	E	X	X
Proven ability to negotiate and influence in demanding environments	E	X	X
Proven ability to gain trust and respect of all stakeholders	E	X	X
Proven ability to contribute positively to the corporate agenda as part of a one team Council approach.	E	X	X
Skills			
Ability to create and sustain a high performing and supportive staff culture through positive and collaborative leadership	E		X
Ability to persuade and influence through highly effective presentation and report writing skills	E		X
Ability to deliver projects on time and within resources	E		X
Ability to promote a culture of excellent customer service	E		X
Excellent analytical and problem solving skills	E		X
Ability to build and maintain effective relationships with key partners and stakeholders	E		X
Ability to work in a busy environment with multiple priorities and tight deadlines	E		X
Ability to drive innovation within the service	E		X
Additional Requirements			

No contra-indications in personal background or criminal record indicating unsuitability in this role	E	X	
Legally entitled to work in the UK.	E	X	
Flexibility to work variable hours including evenings	E	X	
Ability to participate in the Council's out of hours Civil Emergency arrangements	E	X	