

Job summary

Role title: Head of Service

Department: Technology, Data and Experience

Location: Reigate & Banstead United Kingdom (flexible & hybrid working available)

Salary: £74736- £84087 per annum

Contract Type: Permanent

Working Hours: Full-Time

Reports to: Strategic Head of Organisation & Transformation

General description of role

The Head of Service – Technology, Data and Experience is a significant leadership role within Reigate and Banstead Borough Council responsible for driving the council's digital transformation, enhancing resident and staff experiences, and ensuring effective management across IT, Data & Insight, Communications & Engagement, and Customer Contact services. The post holder will lead and oversee the implementation of a user-centred design approach to service delivery, promoting innovation and efficacy while aligning with the council's strategic objectives

Key Responsibilities:

1. Strategic Leadership:

- Develop and execute a comprehensive strategy for Digital, Data, and Communications services, aligned with the council's broader vision and goals.
- Lead the digital transformation agenda, ensuring seamless integration of technology, data, and communication initiatives to improve service delivery and resident satisfaction.
- Act as a key advisor to the senior leadership team on matters related to Resident Experience, IT, Data & Insight, Communications, and Customer Contact, providing expert guidance and direction.

2. Service Management:

- Oversee the performance of dedicated service areas, ensuring the effective management (including service and financial planning and overall budget responsibility)
 - **Technology Services:** Including technical team, IT projects, application management, and service desk operations,
 - **Data & Insight:** Covering user research and business intelligence
 - **Communications & Engagement:** Covering internal communications, media relations, external communications, and public consultations.
 - **Customer Contact:** Covering service user experience, query triage, complaint handling and response.
- Foster collaboration across service areas to deliver integrated solutions that meet the needs of residents and staff.

3. Digital Transformation & Innovation:

- Lead the council's digital transformation programme, implementing user-centred design principles to develop and deliver accessible, efficient, and innovative services.
- Promote the adoption of new technologies and digital tools to improve service delivery, enhance resident engagement, and streamline internal processes.

4. Ensure that digital initiatives are inclusive and cater to the diverse needs of all residents, including vulnerable and underrepresented groups, ensuring no one is left behind.

5. Resident & Staff Experience:

- Champion the development of resident and staff experience strategies that prioritise user satisfaction, accessibility, and service excellence.
- Work closely with managers and teams to ensure that services are designed and delivered with a focus on the needs and expectations of users.
- Implement feedback mechanisms to continually assess and improve the quality of services provided to residents and staff.

6. Performance & Compliance:

- Set clear objectives and key performance indicators (KPIs) for each service area, ensuring regular monitoring, evaluation, and reporting.
- Ensure compliance with relevant legislation, regulations, and best practices across all service areas.
- Manage budgets effectively, ensuring that resources are allocated efficiently and financial targets are met.

7. Stakeholder Engagement:

- Build and maintain strong relationships with internal and external stakeholders, including elected members (with specific focus on relevant portfolio holder(s) and members of the Council Executive), senior officers, partner organisations, and residents.
- Represent the council at local, regional, and national forums, contributing to policy development and promoting the council's interests.

8. People Management:

- Lead, motivate, and develop the dedicated managers of each service area, fostering a high-performance culture and promoting professional growth.
- Encourage cross-functional teamwork and knowledge-sharing to achieve strategic goals.
- Ensure that staff across all service areas are supported, engaged, and aligned with the council's values and objectives.
- Conduct regular performance reviews and provide constructive feedback.

9. Budget Management:

- Develop and manage the overall service budget, ensuring cost-effective use of resources in line with the council's approach to service & financial planning.
- Monitor and report on service expenditure and financial performance.

Person Specification

Role title: Head of Service

Department: Technology, Data and Experience

Person Specification:

Experience:

- Extensive experience in a leadership role within a large and complex organisation, preferably in the public sector.
- Proven track record of leading digital transformation initiatives, with a focus on user-centred design and service improvement.
- Experience in managing IT, Data, Communications, and Customer Contact services, with a demonstrable impact on service delivery.
- Experience in budget management, resource allocation, and achieving financial efficiencies.

Skills and Competencies:

- Strategic thinking with the ability to translate vision into actionable plans.
- Strong leadership and people management skills, with the ability to inspire and develop high-performing teams.
- Excellent communication and interpersonal skills, with the ability to engage and influence a wide range of stakeholders.
- Proficiency in digital technologies, data analysis, and innovative service delivery methods.
- Strong problem-solving abilities and a commitment to continuous improvement.
- Understanding of public sector values, ethics, and governance frameworks.

Personal Attributes:

- Commitment to the council's values and objectives, with a focus on public service and community engagement.
- Resilient, adaptable, and able to thrive in a fast-paced, changing environment.
- A strong advocate for diversity, inclusion, and accessibility in all aspects of service delivery.

Other Requirements:

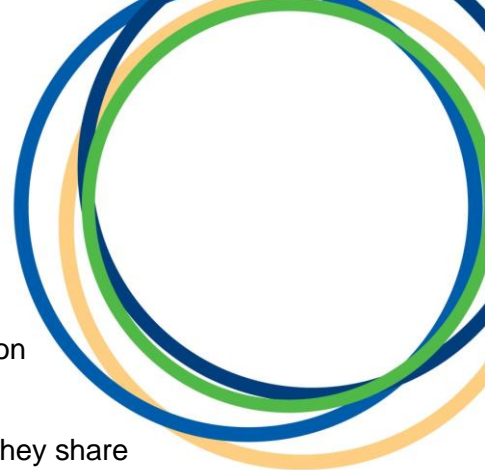
- Ability to work flexibly, including occasional evenings and weekends, to meet the demands of the role.
- Willingness to undergo relevant security checks and clearances as required.

This job description and person specification outline the key responsibilities and requirements for the role of Head of Service – Technology, Data and Experience. The post holder will play a crucial role in driving the council's strategic priorities, enhancing the resident and staff experience, and leading a talented team of service managers

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.



Experience and achievements	Essential / Desirable	Assessment by A / I / T (Assessment/Interview/Testing)
Extensive experience in a leadership role within a large and complex organisation, preferably in the public sector.	E	Interview
Proven track record of leading digital transformation initiatives, with a focus on user-centred design and service improvement.	E	Interview / Assessment
Experience in managing IT, Data, Communications, and Customer Contact services, with a demonstrable impact on service delivery.	E	Interview / Assessment
Role required competencies and behaviours		
Resilient, adaptable, and able to thrive in a fast-paced, changing environment.	E	Interview
A strong advocate for diversity, inclusion, and accessibility in all aspects of service delivery	E	Interview
Resilient, adaptable, and able to thrive in a fast-paced, changing environment.	E	Interview

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People



Summary of employment package

Place of work	<p>The role will be primarily based at Town Hall, Reigate</p> <p>We may require you to work from another place of work within the Borough or a neighbouring Borough or District, or further afield by prior agreement.</p>
Salary	<p>Graded Head of Service, the salary will be in the region of £74736- £84087 per annum dependent upon experience. Cost of living awards are reviewed annually on 1 April. Incremental progression and bonuses may be payable in line with the appraisal scheme.</p>
Duration of contract	<p>The contract will be offered on a permanent basis</p>
Probationary period	<p>Upon joining the Council, all staff are required to satisfactorily complete a six month probationary period.</p>
Hours of work	<p>Hours of work are nominally 36 per week.</p>
Employment Benefits	
Flexible working hours	<p>Flexible working allows for the alteration of start/leave times and length of lunchtime break, time off in lieu for longer hours worked and a flexible working system.</p> <p>Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient office cover and the particular needs of the service at that time.</p>
Annual leave	<p>The basic leave entitlement is 259.2 hours per annum pro rata (equivalent to 36 standard days), rising to 295.2 hours per annum (equivalent to 41 standard days) pro rata after five years continuous local government service, inclusive of Bank Holidays.</p> <p>Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.</p>

Pension	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.</p> <p>You are able to transfer funds into the LGPS within the first twelve months of employment. However, you can also choose not to join the scheme and make your own arrangements. If you wish to opt out of the scheme you will not be able to do so until after your first day.</p> <p>Your pension contribution rate will depend on your full time equivalent annual salary. The salary and rates are reviewed annually on 1 April each year. The current rates can be found on the Surrey Pension Fund website: http://www.surreypensionfund.org/surrey-pension-fund/paying-in/membership-and-contributions/#contribution-rates</p>
Training and development	<p>The Council actively encourages continued professional development and talent development.</p> <p>Learning facilities are available in-house, including a dedicated Training Room for both individual and group learning. The Council also has a number of Computer Based Training packages.</p>
Professional subscriptions	<p>If you are required to be a member of a professional organisation(s) for your role, we will pay the subscription fee(s) each year, your manager will approve your claim as applicable.</p>
Cycle purchase scheme	<p>The Council offers staff who have passed the probation period and are employed for 18 months or more, the opportunity to lease/purchase bikes and related safety equipment up to £1000, reducing tax and National Insurance deductions. Staff are required to use the bike mainly for journeys between home and work.</p>
Employee discounts	<p>All staff have access to special offers and discounts on national and local high street shops, restaurants, motoring benefits, discount cinema and theatre tickets, holidays, insurance and much more.</p> <p>Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.</p>

Other Conditions

Pre-employment checks	<p>Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS):</p> <ul style="list-style-type: none"> • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications
Paid work with another employer	<p>If you are appointed, your contract with the Council should normally be classed as your main employment.</p> <p>You will devote your whole-time service to our work and not be involved in any other business or take up any other appointment without getting written permission from your manager or the Chief Executive.</p>
Disclaimer	<p>Please note that this document outlines the likely employment package for this role but does not form part of your terms and conditions of employment if you are subsequently employed by Reigate & Banstead Borough Council. These will be outlined in any contractual documents addressed to you directly.</p>

