Job summary

Role title: Digital Services & Systems Team Leader

Department: TDE – Technology, Data and Experience

General description of role

The Digital Services & Systems Team Leader leads a team of three Business Improvement Analysts and three System Support Analysts. It is a hands-on role for a self-starter who can make a difference within the Technology service and the council teams it works with. It plays a key role in shaping the council's digital and ICT landscape. As one of three deputies for the Technology Services Manager, it provides leadership and support across a range of strategic and operational areas.

The successful applicant will lead the team's approach to digital transformation initiatives such as service design, form building and automation. They will encourage and develop a user-centred design delivery focus and champion accessibility across all digital services, ensuring that our solutions are inclusive and effective. They will oversee use of some low-code platform work.

The role is responsible for developing and maintaining a forward-looking and agile business application architecture that underpins our services. The post holder will contribute to TDE strategy and ensure compliance with both national and local standards. In addition, it manages team resourcing, oversees external partnerships, maintains the team skills matrix, and take ownership of budget delegation and problem escalation.

The role will drive the adoption and rollout of collaboration platforms like Microsoft Teams and SharePoint, fostering a culture of innovation, continuous improvement, and cross-departmental collaboration.

Top duties / responsibilities of role

1. Leads business analysis, user research and service design capability.

2. Evaluates proposals for new systems/enhancements and prioritizes based on ROI and strategic fit. Determines appropriate delivery models (buy-in, in-house development, or defer).

3. Leads early-stage project involvement to define scope, manage risks, and ensure stakeholder communication.

4. Liaises with internal teams and external partners to support application architecture.

5. Investigates emerging technologies and recommends deployment strategies.

6.   Oversees development of online forms using low-code platforms (e.g. Granicus govService), HTML/CSS, and API integration.

7.   Leads automation initiatives to streamline operations.

8.   Ensures digital services meet accessibility standards and GOV.UK design principles.

9.   Contributes to Corporate ICT Strategy and ensures alignment with council needs.

10. Ensures evidence-based improvements via use of feedback reports, performance metrics and user research to inform service improvements.

11. Supports systems administration for legacy platforms such as IDOX Uniform and Civica Document Management, as well as modern cloud platforms such as Granicus govService.

12. Plans and co-ordinates software rollout e.g. Microsoft Teams and SharePoint, including governance, training, and change communication.

13. Encourages adoption of collaborative tools (Teams Channels, Planner, SharePoint) to enhance productivity.

These duties are illustrative and not exhaustive. The post holder will be expected to become involved in a range of work to enable the service to respond effectively to the changing requirements of the Council and changes affecting the wider ICT marketplace.

Person specification and interview assessment form

Candidate name	
Contact number	
Role title	Digital Services & Systems Team Leader
Date of interview		**Signed by recruiting manager**	

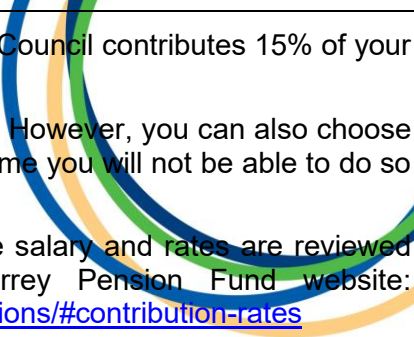| Selection and Interview Criteria		Scoring	
Criteria	**Criteria importance** E = Essential P = Preferred	**Score** 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	**Score rationale/interview notes**
Qualifications			
Educated to A level, HN or degree.	P		
Formal ICT qualification.	P		
Experience and achievements			
Technical & Digital: Oversight of low-code platforms, HTML/CSS, API integration, automation, accessibility and design.	E		
Strategic Planning: forward thinking, cross-functional collaboration.	E		
Systems Knowledge: An understanding of local government back-office systems and their requirements.	P		
Business Analysis: Leading a team who deliver business analysis e.g. process mapping, requirements gathering, options appraisal.	P		

Leadership: Team coaching, stakeholder engagement, project management.	P		
Change Management: System implementations, upgrades, migrations.	E		
Change Management: Microsoft Teams and SharePoint rollout.	P		
Service Improvement: User-centred design and continuous improvement	P		

Role required competencies and behaviours			
Excellent analytical and problem-solving skills.	E		
Excellent interpersonal skills. A strong communicator to technical and non-technical audiences.	E		
Strong organisational skills – able to plan and manage workload across a range of activities and priorities.	E		
Ability to use initiative and work independently as well as team working.	E		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			**Feedback to be given to candidate:**
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number	1st / 2nd / 3rd		

Summary of employment package

Place of work	The role will be primarily based at **Town Hall, Reigate / Earlswood Depot, Redhill** 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.
Salary	Graded **Technical Specialist 1,** the salary will be in the region of **£44,883 - £62,004** 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.
Duration of contract	The contract will be offered on a permanent basis.
Probationary period	Upon joining the Council, all staff are required to satisfactorily complete a six-month probationary period.
Hours of work	Hours of work are nominally 36 per week.
Employment Benefits	
Flexible working	Dependant on the requirements of the role, RBBC supports flexible and hybrid working, with arrangements being made in agreement with managers and based on operational needs. 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. Whilst staff are expected to manage their time and keep working hours within acceptable limits, flexible working arrangements are always subject to sufficient team cover and the particular needs of the service at that time.
Annual leave	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. Annual leave must be taken on the Council's discretionary day off around Christmas and New Year period.

Pension	You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 15% of your earnings each year.
	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.
	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
Training and development	The Council actively encourages continued professional development and talent development.
	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.
Professional subscriptions	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.
Car parking / Travel loan scheme / Cycle Purchase Scheme	With hybrid working practices now in place for roles traditionally based at the Town Hall, we are able to offer access to parking. For now, everyone who works on site at the Town Hall can use a parking space for that day.
	We anticipate there will be enough spaces to meet daily demand. However, it should be noted that spaces are not guaranteed, not a contractual right and are offered on a first come, first served basis.
	The Council offers interest free loans to encourage staff to travel by alternative methods to solo car use. Loans are available for quarterly/yearly rail season or bus tickets or a season car park pass and we offer a cycle purchase scheme up to the value of £2000 (eligibility rules apply).
Employee discounts	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.
	Full annual discounted membership is available for the 'Better' run leisure centres at Tadworth, Donyngs and Horley.

Other Conditions	
Pre-employment checks	Appointments are offered subject to several pre-employment checks to comply with the Home Office's Baseline Personnel Security Standards (BPSS): • at least two satisfactory references • eligibility to work within the UK, and proof of your identity • evidence of relevant qualifications • basic criminal record check (As access to secure government systems is an intrinsic requirement of the role)
Paid work with another employer	If you are appointed, your contract with the Council should normally be classed as your main employment. 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.
Disclaimer	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. Please note that it is important to avoid seeking support directly or indirectly from any Councillor for any appointment with the Council as this may result in disqualification from the selection process.

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.

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 trying out new approaches
- ✓ Challenge the status quo in a constructive way