

Job summary

Role title: Technology Services Manager

Department: Technology, Data and Experience

General description of role

This role provides technical leadership and coordination across the Council's ICT function during a critical period of Local Government Reorganisation (LGR). The Technology Services Manager will ensure that systems, infrastructure and services remain stable, secure and legally compliant, while supporting transition to a future unitary operating model.

During the preparation for LGR, acting as the primary technical point of contact for Reigate & Banstead within LGR workstreams, the role represents the Council's local context, supports informed decision-making, and ensures alignment between programme requirements and operational delivery.

The role will have day-to-day responsibility for the effective running of the Technology function, working through team leaders to ensure high-quality, resilient and user-focused services are consistently delivered. It will provide visible, supportive leadership—creating clarity, stability and focus during a period of change—while enabling teams to maintain strong business-as-usual delivery.

A key focus of the role is recognising the importance of technology in shaping user experience. The postholder will support the ongoing development of reliable, accessible and user-centred services, ensuring technology contributes positively to both customer outcomes and the culture of the new unitary organisation. The role will play an important part in fostering a collaborative, high-performing and forward-looking culture across IT and wider organisational teams.

Top ten duties / responsibilities of role

1. Ensure all core IT services remain operational, resilient and supported throughout the LGR transition, maintaining focus on safe, secure and legally compliant delivery
2. Provide strategic oversight of the Council's technology infrastructure (networks, servers, databases and applications), ensuring best practice approaches to maintenance, upgrades, patching and performance
3. Act as the single point of contact (SPOC) for technical matters within LGR workstreams, representing RBBC's systems, priorities and constraints, and coordinating responses to requests and assurance activity
4. Lead and coordinate IT service delivery through team leaders, supporting escalation management relating to system availability, reliability, security and service performance

5. Provide strong and supportive leadership to Technology team leaders, fostering a culture of collaboration, continuous improvement and professional development across the service
6. Enable the effective delivery of business-as-usual services by supporting staff with clear prioritisation, guidance and escalation pathways, balancing operational demands with programme pressures
7. Support the development and delivery of user-focused services by working with Business Improvement and Service Desk teams to enhance the experience of internal users and residents, and to continuously improve service quality and accessibility
8. Oversee the performance of the Service Desk, ensuring high-quality, responsive support aligned to SLAs and KPIs, and promoting a proactive, user-centred approach to resolving issues and improving services
9. Coordinate the development of the Council's technology roadmap, supporting alignment to organisational objectives and the Digital Strategy, and assessing the value of emerging technologies
10. Oversee delivery of technology projects and supplier relationships, ensuring effective coordination of vendors, contracts and resources, while supporting transition planning, risk management, compliance, business continuity, and the development of a cohesive, future-ready technical environment for the new unitary authority

Person specification

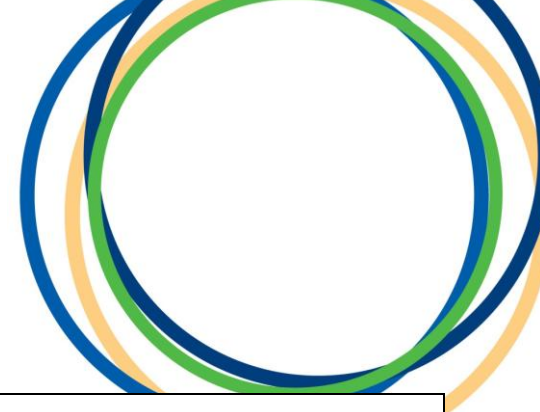


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Selection and Interview Criteria	Criteria importance E = Essential P = Preferred
Qualifications	
Relevant technical, digital or IT-related qualification, or equivalent professional experience	E
Experience and achievements	
Proven experience in technology service management including the development and implementation of technology strategies strategic thinking, and the ability to align IT services and investment to wider organisational goals and future operating models, ideally within a public sector or local government environment, and preferably within complex programmes or organisational change (e.g. transformation, multi-agency or LGR-style environments)	E
Demonstrated experience providing oversight and assurance across IT infrastructure, service delivery and technical operations and demonstrating continuous professional development to ensure services remain up to date	E
Experience of migrating or supporting transition to cloud-based or modern infrastructure where appropriate	P
Experience of leading a high performing team ideally with experience of supporting teams through change, maintaining business-as-usual delivery alongside programme demands	E
Experience of supplier and contract management, ensuring continuity of critical services	E
Role required competencies and behaviours	
Strong technical understanding of IT infrastructure, systems, networks and applications, with the ability to provide leadership rather than hands-on delivery	E
Demonstable experience of cybersecurity, risk management, compliance and business continuity principles	E

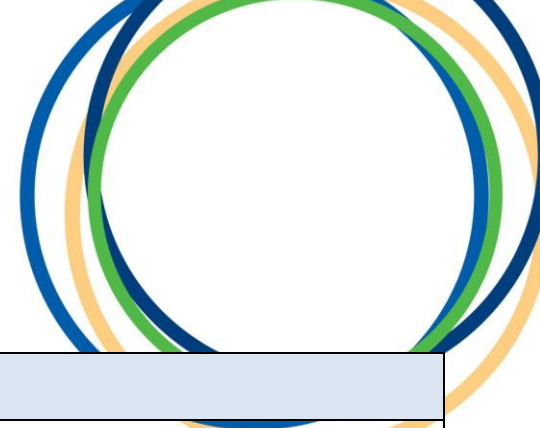
Ability to support and enhance user experience through reliable, accessible and user-focused technology services	E
Excellent organisational and prioritisation skills, with the ability to balance competing operational and programme demands and proven ability to coordinate complex activity, and build effective working relationships, across multiple teams, stakeholders and workstreams	E
Strong communication and interpersonal skills, with the ability to engage effectively with technical and non-technical audiences	E
Financial awareness, with experience of managing budgets and ensuring cost-effective use of resources	E
Pragmatic and solutions-focused, able to make balanced decisions in complex environments	E
Supportive leadership style, enabling others to succeed and fostering a positive, high-performing culture	E
Strong sense of accountability, with a focus on delivering safe, effective and reliable services	E
Corporately required personal qualities and behaviours	
Innovative	E
Supportive	E
Flexible	E
Positive	E



Summary of employment package

Place of work	<p>The role will be primarily based at Town Hall, Reigate / Hybrid</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 Manager, the salary will be in the region of £70,473 - £77,418 per annum dependent upon experience. The starting salary is expected to be at the lower end of this salary range. 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	<p>Dependent 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.</p> <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 team 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>

<p>Pension</p>	<p>You will be auto enrolled into the Local Government Pension Scheme (LGPS) to which the Council contributes 22.10% 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>
<p>Training and development</p>	<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>
<p>Professional subscriptions</p>	<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, subject to manager approval.</p>
<p>Car parking / Travel loan scheme / Cycle Purchase Scheme</p>	<p>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.</p> <p>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.</p> <p>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).</p>
<p>Employee discounts</p>	<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• basic criminal record check
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> <p>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.</p>

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

Great People

