

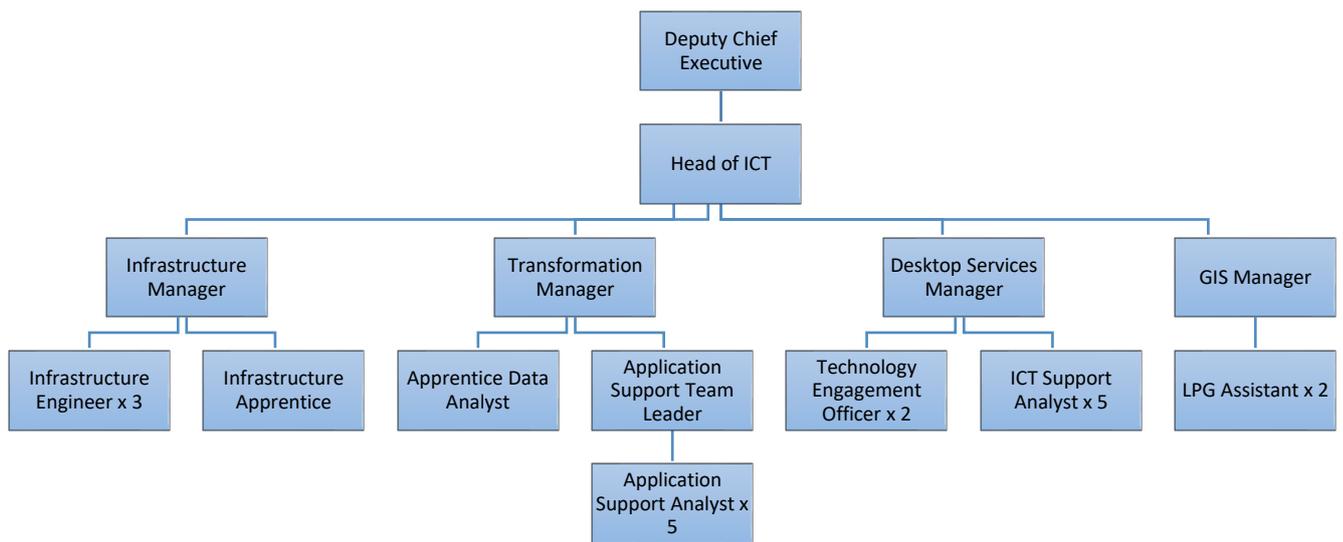
Warwick District Council – Job Description

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| Job Title: Head of Information and Communications Technology | Job number: |
| Service Area: Information and Communications Technology | Date received: 6 August 2020 |

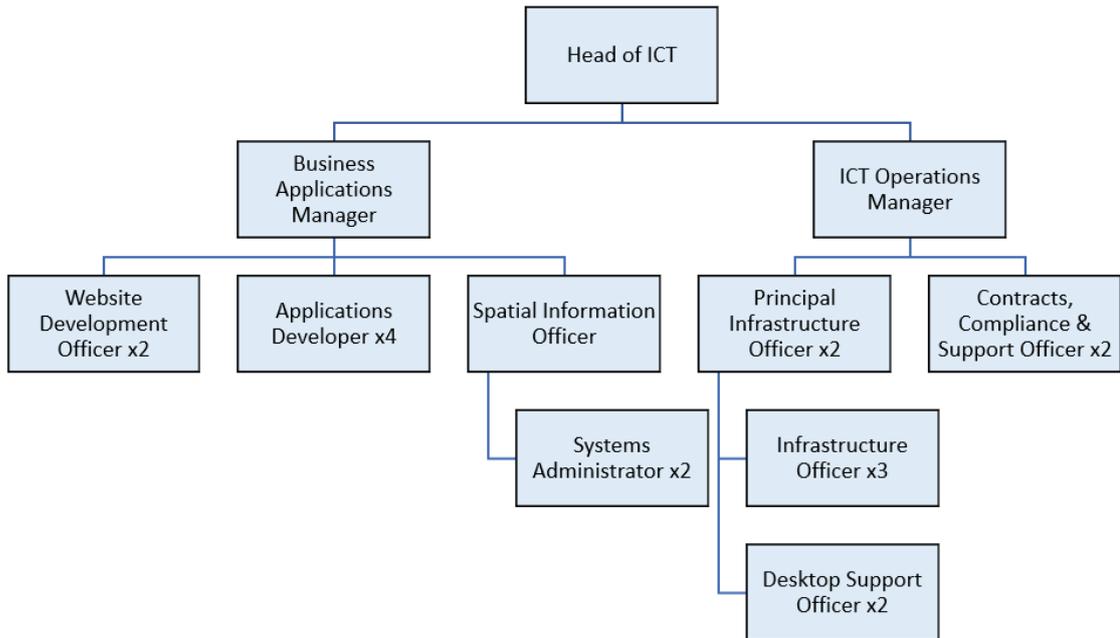
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| Purpose of job – Give one statement explaining the job’s overall objectives | |
| To have overall managerial responsibility for the Information and Communications Technology Service ensuring a strategic approach is taken to the design and delivery of customer-focused services across Warwick and Stratford on Avon DC. | |
| Main responsibilities – Give a maximum of eight brief descriptions of what the main responsibilities are and assign time percentage values against each one. | % |
| To ensure that the management of the Service Area is economic, effective and efficient, including the preparation, implementation and monitoring of a Service Area Plan; exercising budgetary control; to integrate the ICT services at WDC and SDC; and undertaking all aspects of good people management. | 40% |
| To drive change both within the Service Area and across the Councils by taking a lead role in the delivery of the Council’s Business Strategy and major corporate initiatives; ensuring value for money and improvements to service delivery; high standards of conduct; benchmarking against other authorities; exploring opportunities to improve service delivery through joint working; and thereby contributing to the achievement of the Council’s strategic objectives. | 25% |
| To operate and behave as a senior manager in accordance with the Council’s values; being a role model for their own leadership team. | 10% |
| To contribute to achieving corporate objectives and priorities through effective team working demonstrating a shared purpose on both Council’s Senior Management Teams (SMT). | 5% |
| To provide advice to the Deputy Chief Executives, Senior Leadership Team and elected Members to ensure technological development opportunities are explored and corporate objectives, priorities and statutory responsibilities are met. | 5% |
| To ensure that an appropriate media and public information response is coordinated in respect of any issues within the Service Area. | 5% |
| To report to elected Members on service delivery, budgetary control and customer focused performance, and strategic and policy development as well as supporting the Portfolio Holder in championing the Service Area. | 5% |
| To develop partnerships and strong working relationships with technology providers, public authorities, and other agencies to enhance the quality of the service and deliver value for money and customer focused services. | 5% |

Organisation – Draw an organization chart that shows how the hierarchy and how the job relates to its immediate supervisor and colleagues.

Warwick District Council Structure



Stratford District Council Structure



Dimensions and Context – Quote figures which give a picture of the job in any annual budgetary amounts which the job is either directly or indirectly concerned with or any other statistics related to the work.

WDC

Gross revenue expenditure of approximately **£1,718,200** 2019/2020

Projected five-year rolling capital expenditure programme of **£2,000,000** (2019/23)

Service area staff of **20**

The council operates over **100** business applications, supporting circa **600** users

No of helpdesk Jobs per annum circa **19,780**

No of Change Controls per annum circa **854**

SDC

Gross revenue expenditure of approximately **£1,950,000** 2019/2020

Projected five-year rolling capital expenditure programme of **£1,600,000** (2019/23)

Service area staff of **20**

The council operates over **130** business applications, supporting circa **420** users

No of helpdesk Jobs per annum circa **2500**

No of Change Controls per annum circa **300**

Scope for Impact – Describe in two or three examples the impact of this role on

delivering the service and how it relates to Customer's satisfaction and the key accountabilities.

The post-holder will sit on both Councils SMT which helps to develop and oversee the strategic direction of the Council. SMT is responsible for the delivery of the Council's Business Strategy. A key element of the strategy is to "Transform the Council's working practices and business processes, utilising technology and enabling digital services". A digital approach to service delivery can enhance the customer's end-to-end customer experience, reduce transaction costs for the Council, provide access to services 24/7 and contribute to the green agenda. Digital can also be the catalyst for the delivery of new and innovative council services. The post-holder will have a crucial role in developing and producing a new Digital Strategy and then promoting and enabling this agenda.

The post holder is the Council's senior ICT specialist and is responsible for the management and control of all the Council's ICT Services consisting of Infrastructure, Application Support, Desktop Services and Geographic Information System, and has key responsibilities in all aspects of service implementation, delivery and performance.

Working with the Information Governance Manager, and by adopting a risk-based approach, the post holder will implement technical controls, develop policies and change working practices to ensure the Confidentiality, Integrity and Availability (CIA) of the Council's systems and information assets.

Challenges – Describe **the** most difficult, complex or challenging part of this job and explain why.

The most challenging part of the job is to develop and deliver a strategic direction for the service that meets the needs of a diverse range of users and changing delivery models, such as Cloud computing. The approach needs to promote effective resource management that delivers both the service requirements and the Council's agenda within budget. It has to provide for and anticipate future activities through the pursuit of innovative and flexible working methods; effective and imaginative use of technology; and the enterprising pursuit of external resources, including inward investment and collaborative working with all sectors. All of this must be delivered under a robust and secure data handling regime.

Additional Information – Use this area to briefly explain any aspects of the job that have not been adequately covered in previous sections.

As a head of service for a service area responsible for delivering a high-quality ICT service, the post-holder will lead on the Council's ICT Steering Group which has responsibility for developing and managing the Council's approach to ICT. The post-holder may also be a member of several Project or Programme Boards, overseeing the delivery of a range of corporate projects across the two authorities.

The adoption of consumer technology, the provision of a modern working environment and the ability to work flexibly will be key drivers when trying to attract Generation Z to join the Council. ICT will play a major role in attracting in attracting talent to join the Council.

The role will play a major role in enabling the Council to have a data-driven improvement culture where teams can use analytics to accelerate best practice adoption. This will mean information drives decisions, enabling teams to focus on outcomes.

The Council is heavily reliant on ICT to deliver its services and this will become increasingly important as the Council expands into 24/7/365 digital service delivery. The post holder will be required to put business continuity plans in place which mitigate the impact if ICT systems are unavailable and also supports the broader business continuity & disaster recovery plans of the Council.

Responsibility to comply with Warwick District Council's Code of Conduct, Equal Opportunities and Health and Safety Policies.

To participate in the WDC Appraisal process and take responsibility for identifying professional and career development needs.

To undertake regular appraisals of staff in accordance with the WDC Appraisal process and take responsibility for helping to address their professional and career development needs.

Approval

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| <hr/> Postholder signature Date: | <hr/> Head of Service Date: |
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Warwick District Council - Person Specification

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| Job Title: Head of Information and Communications Technology | Job number: |
| Service Area: Information and Communications Technology Service | Date received: |

| Attributes | Essential | Desirable |
|---|---|---------------------|
| Job Specific Qualifications & Experience | Educated to post graduate degree level in an Information Management & Technology (IM&T) discipline or significant experience of providing strategic and technical IM&T in a comparable organisation Proven experience of leading IT transformational initiatives in complex and dynamic environments by taking | Knowledge of DevOps |

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| | <p>advantage of digital opportunities to innovate business models and enable the digitalisation of the business</p> | |
| Non Job Specific Qualifications & Experience | <p>Significant experience of leading multi-disciplined teams; with evidence of successful results that indicates team motivation and achievement</p> | <p>Project management Experience</p> <p>Recognised professional qualifications in management</p> |
| Job Specific Knowledge, Skills & Abilities | <p>Evidence of tangible outcomes that identify a service has been run on a business basis but with a customer insight that has demonstrated value for money</p> <p>Demonstrable experience of strategy formulation including the ability to put the strategy into action including securing funding for projects</p> | |
| Non Job Specific Knowledge, Skills & Abilities | <p>Substantial leadership experience demonstrating culture and change management experience. Ability to understand, analyse and act upon management information</p> <p>Excellent wide ranging communication, consultation and negotiating skills including advising and influencing decision makers and other stake holders</p> | |
| Other Requirements | <p>Good understanding of and commitment to both quality and equality in service delivery and management</p> <p>Some attendance at evening meetings, including meetings of the Council's Scrutiny and/or Executive/Cabinet Committees, will be required</p> <p>Access to appropriate transport is required</p> | |