

JOB DESCRIPTION

Directorate:	Executive Director
Division:	ICT and Corporate Services
Post No & Job Title:	C32 - Head of ICT and Corporate Services
Grade:	CO2 80 – 84 (£57,007 - £62,507)
Responsible to:	Executive Director
Main purpose of the job:	To lead on ICT, Business Support, Information Governance, Parking and Surveillance, Support Services, and Business Transformation.

Main Duties and Responsibilities:

1. To lead the ICT Service including: information strategy, chairing the Corporate Information Governance Group (CIGG), advice and guidance (e.g. technical specialism), business and ICT Strategy and planning (e.g. strategic application of information systems), business change management, (e.g. business process improvement), ICT stakeholder relationship management, operations (e.g. service level management), supplier relationship management, programme management, quality management, and information system co-ordination.
2. To lead on Business Transformation initiatives within the Council, seeking to challenge inefficient practices, identify efficiencies and achieve continuous service improvement across all business areas, including introducing change management processes to enable smooth changes to occur without detriment to customers, and to develop systems for logging, evidencing and accounting for these improvements.
3. To manage people, teams and resources in relation to the centralised business support service. Work to develop the service further focusing on resilience and continuity. Utilising the business support service as a delivery mechanism for business improvements and efficiencies.
4. To manage people, teams and resources in relation to IS strategy development and implementation including ensuring that Freedom of Information Act, Environmental Information Regulations and Re-use of Public Sector Information Regulations, and Data Protection is carried out in accordance with the different legislation.
5. To develop and implement a strategy for the development and operation of ICT services (including where necessary appropriate delivery plans) which responds to changing pressures, customer requirements, resource constraints and integration with HR and Asset Management strategies. This strategy will combine political and managerial objectives and will require sensitivity to the culture and environment of the Authority.

6. To design implement, maintain and monitor the ICT technical architecture for the council, including procuring and commissioning services as efficiently as possible, ensuring at all times the security of networks used by the council and ensure that there are efficient disaster recovery and business continuity mechanisms in place.
7. To manage people teams and resources relating to the ICT functions of the authority, including deploying effective corporate systems of project management to ensure programmes are completed to time and budget
8. To manage people and teams responsible for provision of Parking and Surveillance for the authority including development of strategy, and performance management, ensuring that service delivery maintains excellent quality, leading on corporate projects which seek to improve service delivery across the Council, building skills, relevant governance in line with the Surveillance Commissioner Code of Practice.
9. To manage people and teams responsible for provision of Support Services delivering continuity and resilience of the service, performance management, ensuring that service delivery maintains excellent quality covering Security, Portage, Mail receipt and distribution, Interview and conference facilities, Office cleaning standards, Employee refreshments, and Town Hall/Council offices building administration
10. To develop partnerships with external stakeholders and partners to further the Council's Priorities and objectives and achieve efficient ways of working, creating partnership and technological mechanisms to achieve objectives for improvements and service efficiencies.
11. To build mutual confidence and respect and foster an effective working partnership with elected members and other senior officers throughout the Authority, attending Cabinet and other decision-making groups as required, and to provide full and detailed advice and information to the Executive Director, GMT, elected members and the Authority as a whole on matters under the post-holder's management.
12. To lead on innovative and entrepreneurial ways of working within the Council encouraging initiative and self-reliance at all levels of the Council, use of latest technology and use of business improvement techniques.
13. To significantly contribute to the overall strategic and operational management of the Executive Directors department, deputising as required for the Executive Director at meetings of GMT and other meetings in relation to the services being managed as required
14. To manage service managers within the Head of ICT and Corporate Services division, co-ordinating and orchestrating directions and goals by agreeing, managing and monitoring the service managers' performance and quality targets and to take the necessary corrective action when required.
15. To ensure that all of the Council's relevant regulations, standing orders, employment practice, budget management , equality and legal provisions governing or affecting the division are observed and implemented

DESIGNATED CAR USER

A designated car user status has been attached to this post.

SPECIAL CONDITIONS

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

RESTRICTIONS

This is a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

NOTE

The above job description sets out the main responsibilities of Head of ICT and Corporate Services but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.