

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Head of IT	Grade: MG 4
Section: IT	Directorate: Change and Innovation
Responsible to following manager: Chief Digital and Information Officer (CDIO)	Responsible for following staff: Approximately 150 staff
Post Number: RWR0006	Last review date: May 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

As the Head of Central IT, you will be responsible for providing both strategic and operational leadership and direction to our various business directorates and internal IT Teams, overseeing the management and development of separate teams including Infrastructure, Business Partners, IT Support, Applications, Project Management Office, as well as Digital website delivery. You will collaborate closely with senior management and stakeholders to align IT initiatives with organisational goals, driving efficiency, and innovation across all aspects of technology services.

1. Leadership:

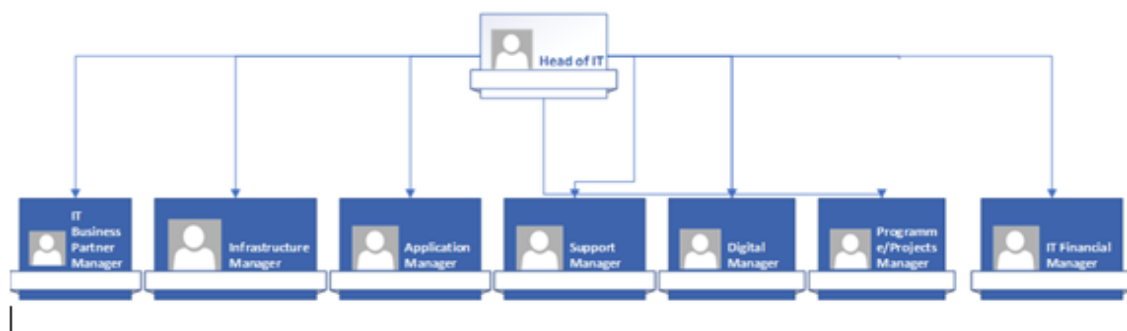
- Develop and implement a comprehensive IT strategy aligned with the council's objectives, promoting innovation, efficiency, and continuous improvement.
 - Provide vision and leadership for the IT department, fostering a culture of collaboration, accountability, and excellence.
 - Stay abreast of industry trends and emerging technologies, identifying opportunities for strategic investment and competitive advantage.
- 2. Team Management:**
- Lead and mentor a team of IT professionals, fostering their professional growth and development.
 - Oversee the recruitment, training, and performance management of staff within the IT department, ensuring a high-performing and motivated team.
 - Establish clear goals and objectives for each team, monitoring progress and providing guidance as needed to ensure successful outcomes.
- 3. Infrastructure Management:**
- Oversee the design, implementation, and maintenance of robust and scalable IT infrastructure, including networks, servers, and data storage systems.
 - Ensure the security and integrity of IT systems and data, implementing best practices and compliance standards to mitigate risks.
- 4. Business Partnerships:**
- Collaborate with key stakeholders across the organisation to understand business requirements and priorities, translating them into IT solutions and services.
 - Act as a trusted advisor to senior management, providing strategic guidance on technology investments and initiatives.
 - Implement service level agreements (SLAs) and performance metrics to measure and improve the quality of IT services.
- 5. IT Support and Service Delivery:**
- Ensure the timely and effective delivery of IT support services to end-users, maintaining high levels of customer satisfaction and service excellence.
 - Implement service level agreements (SLAs) and performance metrics to measure and improve the quality of IT services.
- 6. Applications and Systems Management:**
- Oversee the development, deployment, and maintenance of business-critical applications and systems, ensuring they meet the needs of end-users and stakeholders.
 - Drive the adoption of modern software development methodologies and practices, promoting agility and innovation in application development and delivery.
 - Implement service level agreements (SLAs) and performance metrics to measure and improve the quality of IT services.
- 7. Project Management Office (PMO):**

- Establish and oversee a Project Management Office (PMO) function, responsible for the governance, planning, and execution of IT projects and initiatives.
 - Implement project management methodologies and tools to ensure projects are delivered on time, within budget, and to the desired quality standards.
 - Implement service level agreements (SLAs) and performance metrics to measure and improve the quality of IT services.
- 8. Websites Management:**
- Oversee the development and maintenance of council websites, ensuring they provide an intuitive user experience and comply with accessibility and security standards.
 - Collaborate with internal stakeholders and external vendors to enhance website functionality and content, driving engagement and accessibility for all users.
 - Implement service level agreements (SLAs) and performance metrics to measure and improve the quality of IT services.
- 9. IT Financial Management**
- To have overall responsibility for the budget for the service, including ensuring robust contract management and cost control at all times.

Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures, and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive, and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people, and adults as they apply to the role within the council.
- The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

Team Structure



Person Specification

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Our Values and Behaviours

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities in particular:

Being open. This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

Being supportive. This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

Being positive. Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a 'can do' attitude and are continuously looking for ways to help each other improve.

Requirements	Assessed by A / I/ T/ C
Knowledge	
Understanding at a technical level of IT requirements in a local authority or equivalent large multi-site organisation.	A/I
Knowledge of current IT and digital developments and how they may affect the future delivery of services in the public sector.	A/I
Understanding of the requirements of information security and governance in a local authority or similar context	A/I
An understanding of web technology and how this can be more effectively developed to promote the effective use of the Councils' websites	A/I

Experience	
Substantial senior management experience in a local authority or a similar large and complex organisation.	A/I
Considerable strategic and delivery experience of working with digital technology platforms and solutions from inception to live and migrating from low technology infrastructure and solutions to high-performing integrated systems	
Experience of managing and influencing across a complex stakeholder, governance and multi-vendor environment and persuading organisations to embrace digital ways of working to adopt user-centred design thinking	
Experience of negotiating commercially advantageous major supplier contracts	
Experience of successfully managing large and complex budgets	
A proven track record of leadership, management and development of cross-service issues and opportunities and preferably experience of working in a political environment advising elected Members	
Experience of developing and implementing plans and strategies in relation to IT.	A/I
Track record of successfully leading change and delivering positive outcomes in a challenging financial environment.	A/I
Experience of managing conflicting demands and priorities in a large and complex organisation.	A/I
Skills	
Able to work through and simplify complex systems and propose solutions	I
Excellent leadership skills	I
Excellent project management skills including the ability to manage major IT programmes to time and on budget.	A/I
Ability to work with internal and external customers to understand organisational ICT requirements and develop a clear corporate vision to meet these needs.	A/I
Ability to work with stakeholders to understand and deliver IT requirements.	A/I
Ability to embed good practice into business operations and across all parts of the organisation	
Ability to embody a user-focused mindset, using qualitative and quantitative data to track progress against user outcomes	
Excellent communication skills with the ability to translate technical concepts into simple language and effectively communicate to a diverse, non-expert audience	
A commitment to meet diverse user needs in the most efficient and inclusive way through effective data driven decision making, service design and appropriate delivery methodologies	
Qualifications	
Educated to degree level or equivalent by experience	
Other Requirements	
Commitment to equality, diversity and inclusion and an understanding of how this applies within the remit of the role	A/I
Commitment to our values and behaviours as above	A/I

Resilience and self-reliance are essential to handle the demands of post, including evening meetings and some other out of hours commitments.	A/I
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A – Application form / CV

I – Interview

T – Test

C - Certificate