

Job description

Post title: Digital Enhancement Programme lead

Service area: Human Resources

Grade: PO8

Reports to: Head of Customer Delivery

Your team: Digital Improvement and Business Analytics, Business Process Re-engineering

Number of supervisees: 2

Our ambition

We're determined to make Islington fairer. To create a place where everyone, whatever their background, has the opportunity to reach their potential and enjoy a good quality of life.

We also have an ambitious goal – to be the best council in the country – with every employee clear about the part they play and inspired, focused and supported to give their very best.

We want to build an organisation where employees feel valued, inspired and empowered to help us achieve our goals and provide the best services possible to our residents.

Our values and behaviours

'Be Islington' is about setting a clear challenge about what it means to be an Islington employee and sets the standard for every new recruit.

We ask our employees to 'Be Islington' – playing their part in working together for a fairer borough and to always be collaborative, be ambitious, be resourceful, and be empowering ('CARE').

Our commitment to challenging inequality

We are committed to tackling inequality, racism and injustice and creating a fairer borough for all. In order to do this, we need to set the example by being a fair employer and creating a workplace environment, which is free from discrimination, racism and inequality. Our approach needs to be proactive, consistently learning to create a fairer workplace and foster a culture, which empowers all staff to challenge inequality.

Fairness is at the heart of what we do. We want to celebrate and embrace our differences by:

- Ensuring our workforce is representative of the people we work on behalf of, our residents
- Creating equitable working environments and diverse teams
- Understanding our residents in order to design and deliver services that help tackle inequality and improve life chances for our residents
- Getting to know people and their differences
- Interpreting issues and concerns from a cultural perspective and address situations or problems from the points-of-view of multiple cultures
- Supporting people with long-term health conditions and/or disabilities

- Recognising the value of flexible working to support staff where possible

Key responsibilities

- Lead a programme of HR process and systems improvement and modernisation, working closely with HR teams to prioritise and oversee the design and progress of an e-HR roadmap across the range of HR systems, including the commissioning and deployment of new modules, interfaces and eforms.
- Lead the development of innovative solutions in delivering the Workforce Strategy area of New Ways of Working, to include but not limited to improved use of workflow, robotic process automation (RPA), artificial intelligence, virtual reality.
- To drive the modernisation of the HR function, championing and acting as an early adopter of new technology and building and contributing to national and regional networks to shape digital improvements in workforce practice for the benefit of HR colleagues and staff.
- Lead on the development and maintenance of efficient HR standard operating procedures, ensuring current business processes are refined to align with the e-HR roadmap and modernisation programme. Build consistency and compliance across the programme.
- Drive sustainable performance and continuous improvement in HR customer service and transactional services, delivering customer service excellence in all interactions, learning from complaint resolution to drive practice and process improvement and informing the development of intranet content and training materials.
- Drive the development of qualitative and quantitative data and intelligence to underpin the development of evidence-based workforce plans to contribute to business improvement through strategic planning.
- Represent the Council and the HR function at internal and external meetings and council programme boards. Prepare and present detailed advice and reports in adherence with the best professional standards and in line with the E-HR programme of work.
- Provide inspirational and professional leadership to staff, acting as a role model, strengthening skills and competence and fostering a strong culture of standards, performance and accountability.
- Overall responsibility for developing strategic relationships with partner teams such as Business Partnering, Organisational development ensuring clarity of roles and responsibilities, positive working relationships and collaborative working on process and digital improvements.

Leadership

To drive positive cultural change, embodying and promoting the values and behaviours of the council and empowering staff to reach their full potential. Ensure that the performance and development framework is effective for all staff.

To lead on and ensure the effective implementation of corporate initiatives and transformation programmes that cut across the whole or part of the council's activities.

Resources and Financial management

Ensure effective Financial Management, cost controls and income maximisation in an ever changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Work style

Flexible

Person specification

You should demonstrate on your application form how you meet the essential criteria. Please ensure that you address each of the criteria as this will be assessed to determine your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
1	Hold a relevant professional qualification and/or relevant equivalent experience.	Application
2	Evidence of continuous professional development.	Application/Interview

Experience

Essential criteria	Criteria description	Assessed by
3	Substantive experience of leading digital improvement programmes that drive modernisation and the development of innovative solutions within HR.	Application/Interview
4	A qualitative and quantitative data and intelligence approach to business improvement and strategic planning.	Application/Interview
5	Management of commercial contracts and tender processes.	Application/Interview
6	Experience of leading teams to deliver a proactive, adaptive, customer-focused and cost-effective service.	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
7	Ability to engage a variety of audiences and work collaboratively.	Application/Interview
8	Highly numerate with the ability to produce, analyse and interpret data.	Application/ Test
9	Effective written and oral communication skills including business cases, report writing and presentation skills.	Application/Interview/Test

Essential criteria	Criteria description	Assessed by
10	Ability to lead and inspire teams to perform and deliver excellent customer services to managers and staff.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award, Timewise, London Living Wage Employer, Disability Confident Committed, The Mayor’s Good Work Standard, Stonewall Diversity Champion, and Time to Change.

