



Digital Learning and Innovation Lead

Grade: PO5/6

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Head of Digital Transformation

Deputises for manager

Direct reports: up to 5

Budgets: not a budget holder



London Borough
of Hounslow

Your role

You will lead and manage the digital learning and innovation team and have responsibility for building the organisation's digital capacity and capability through delivery of innovative data and technology solutions.

An active member of the Director's wider leadership team, your contribution will have an impact upon the practical implementation of the #1Hounslow transformation programme and the delivery of the Digital Strategy.

You are a Digital and IT leader, with a responsibility to embrace and lead change, be outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

Whether managing staff or heading up a technical or functional specialism, the insight and expertise you bring will explicitly benefit Hounslow residents. You will go beyond your professional discipline and work across boundaries, within the organisation and beyond.

You will hold key operational relationships with suppliers and partners providing digital solutions and services. You will have good commercial awareness and understand the impact of business change on budgets, resources and services.

What you'll do

- Lead the delivery of a continuously evolving digital capability framework, identifying learning needs and designing and delivering a programme of digital capability development across the council.
- Manage a rolling programme to improve IT literacy and digital capability throughout the organisation using a variety of formal and informal activities and techniques.
- Build excellence in digital and technology skills, encouraging sharing of best practice and the development of a community of support.
- Manage a comprehensive online learning resource centre with media in a variety of formats from numerous sources.
- Lead a council-wide Digital Champions' programme to build digital capabilities, raise awareness of core and emerging technologies and embed new ways of working.
- Drive cultural and behavioural change within the Digital and IT service and beyond, encouraging collaboration, openness, and shared values.
- Explore the full potential of existing technologies and help to evolve internal processes, tools and working practices to exploit our investment and maximise efficiencies.

What you'll do (continued)

- Build an environment which fosters and promotes challenge, innovation and imagination in relation to data and technology.
- Review emerging technologies, run proofs of concepts and pilots and contribute to business cases for investment and / or change.
- Keep abreast of the use of technologies by equivalent organisations, join communities of practice and networks to share experiences and represent and promote the council and its initiatives.
- Take a leading role in the specification, design, implementation and testing of large and complex systems, offering creative challenge and promoting innovative approaches to optimise technology.
- Participate in system implementation and major improvement projects, ensuring that training needs are addressed, and colleagues have the necessary confidence and competence to embrace the changes.
- Stay up-to-date with government priorities, regulations and guidelines relating to the secure, legal and ethical use of data and technology and spread awareness throughout the organisation.
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the service and wider organisation.
- Assist in the conduct of elections when required to do so.



- **Moving from PO5 to PO6**

- You will be able to demonstrate how you have increased the digital capacity and capability of the organisation and how this has led to cultural and behavioural change.
- You can evidence how you have pioneered innovative solutions to increase efficiencies and / or result in savings.
- You can evidence your understanding of the Digital Strategy and the role you have in its delivery.
- You can demonstrate that you have developed a high performing team and the impact it makes overall.

Progressing through the grades

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

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- You'll bring experience of working in a similar role and be able to demonstrate experience of leading digital innovation and building digital capabilities.
 - You can demonstrate great leadership skills, both in managing, inspiring and supporting your team and in influencing the wider organisation in embracing digital opportunities.
 - You are passionate about raising the standard of digital capability in the organisation and recognising the opportunities for improved services through the use of emerging technologies,
 - You have extensive experience undertaking training needs analysis, and designing, developing, delivering and evaluating training courses, learning programmes and materials in a variety of formats and media.
 - You're an expert at translating technical concepts into non-technical language and understanding what communication is required for internal and external stakeholders.

Let's talk about you

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- Your range of systems knowledge and ability to quickly learn new technologies means that you are able to rapidly develop learning programmes for the wider organisation.
 - You've a highly developed awareness of customer care issues with experience of dealing confidently and effectively with members of the public as well as councillors, colleagues and external agencies.
 - You have good financial acumen, with experience of managing budgets and able to assess and estimate the impact of business change on process, application, data and technology.
 - Accreditation or practical knowledge of using ITIL Service Management; software development techniques; agile, project and programme management methodologies.
 - **Qualification:** you hold a degree-level qualification or demonstrable work-based experience that evidences an equivalent level of attainment and competence in related disciplines.
 - You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy



Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.

Steve Curran, Leader of the Council

Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.

Mark Lumley, Director of Digital and IT



- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.

Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits