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| **Role Title** | **Assistant Director of Digital Innovation and Delivery** |
| **Job Family** | **Digital & ICT** |
| **Competency Level** | **Chief Officer** |
| **Pay Scale** | **Assistant Director (AD)** |
| **Purpose** | |
| To act as lead officer providing responsible for digital innovation, understanding stakeholder needs, defining what is needed and ensuring successful delivery. The postholder will provide direction and leadership, operational management and financial control for the Digital Strategy, Innovation and Delivery of the digital roadmap within the Council, with a specific remit to lead the council in delivering innovative solutions which will meet the needs of services and the Waltham Forest community. This is a senior leadership role to allow the Council to embrace new opportunities which will provide the tools and capabilities that will transform the work of our staff and Members and how our residents and local businesses interact with the Council and its services.  The post holder will support the Cabinet, Chief Executive and Management Board, to achieve the aims and desired outcomes of the Council through the following activities:   * Work with stakeholders (internal and external) to understand their needs and develop new ideas and solutions to continue the transformation of Waltham Forest. * Acts as a visionary and pragmatic thought-leader in digital and technology to find intelligent solutions and inspire colleagues with what can be achieved in the context of constraints of public sector. * Understands the supplier market and what we can build ourselves. Works with stakeholders to choose suppliers and solutions that meet organisational needs. * Accountable for digital delivery and operations and the delivery of excellent customer experience. * Acts the main technology delivery expert for the organisation and is accountable for the technical delivery of new solutions * Works with colleagues and departments across the Council to introduce Agile and Lean techniques which will allow rapid deployment and development within a longer-term transformational context. * Acts as a senior strategic business partner for the Council services, representing business within Digital/ICT and reperesnetign technology within business.   The post-holder will be responsible for deputising for the Director of Digital & ICT in their absence in conjunction with the Assistant Director of ICT Operations | |
| **Generic Accountabilities** | **End Results/ Outcomes** |
| Direct, develop and control the service. Responsible for all operational decision making and management of the service. | Activities within the service are directed and controlled to ensure the required outcomes and standards are delivered either directly; through commissioned or funded services; or via community empowerment.  Align Digital & ICT activities with the Council’s strategic priorities and objectives through consultative engagement with senior stakeholders, member’s staff and management.  Develop and deliver the digital portfolio.  Identify competitive advantages and technological trends for the benefit of the council.  Understand service needs and develop the digital roadmap is designed to deliver corporate objectives.  Ensure the successful operational performance  Lead strategic planning to achieve business goals by identifying and prioritising development initiatives and setting timetables for the evaluation, development, and deployment of all technology-based services.  Member input, community consultation and customer feedback inform the design, development, delivery and performance management of the service.  Service quality, customer satisfaction, efficiency and continuity are maximised. |
| Service strategy and policy formulation and implementation are aligned to the Councils overall corporate strategy and objectives.  Actively contribute to the corporate management and strategic direction of the council as part of the Directorate Management Team. | Conducts research to help choose the right technology solutions to meet the Council’s aims. Suggest and help implement solutions which exceed goals set.  Service strategy is developed, agreed and implemented.  Service priorities are established.  Changing priorities and external requirements are anticipated and assessed.  Innovative approaches and responses are developed and delivered. |
| Ensure the development and implementation of policy, systems, processes, performance criteria governance frameworks, and procedures within area of responsibility meet strategic / operational requirements, internal and external reporting requirements and ensure compliance with external legislation and regulations. | Policies and controls ensure that the area of responsibility is compliant with all relevant legislation, codes, regulations, guidelines, standards and best practice.  Governance frameworks have clear accountabilities and effectiveness is measurable.  Compliance is monitored and ensured.  Action is taken to resolve any issues identified. |
| Accountable for the strategic and operational planning and delivery of the service targets and objectives. Ensure the service’s plan and performance (either directly or through commissioned / managed services) results in the implementation of agreed Council strategies, policies and outcomes.  Input to the strategic planning of the wider organisation. | Plan and implement proper Internet usage policies for employees  Policy direction is translated into service outcomes.  Service and business plans and targets are developed, communicated, cascaded and monitored.  Robust performance and quality management systems and procedures are in place and meet all requirements.  Performance, quality and contractual compliance are managed effectively. |
| Advise Management Board and Members on issues relevant to the service. Provide challenge and advice to colleagues, managers and partner organisations. | Act as lead professional adviser in area of responsibility.  Strategic advice, critical challenge and moderation are provided in relation to all aspects of the service and wider council / partner activities as appropriate. |
| Develop and manage stakeholder relationships. Ensure the service has good relationships with Council Members, other service areas, customers, the public and the media. | Responsible for deputising for the Director of Digital & ICT in their absence in conjunction with the Assistant Director ICT Operations  Lead the development of a strong, responsive and accountable customer focus across all the department;  Provided leadership and support for the development of staff, including the recognition of emerging talent and the alignment of rewards and recognition with congruent behaviours;  Good working relationships with associated and affected interest groups / key stakeholders are established, promoted, fostered and sustained.  Customer comments and complaints are used to improve service performance.  Create strong and mutually beneficial working relationships within local government and across the digital / ICT industry to help identify new opportunities, as well any risks.  The Council is represented on local, regional and national forums. |
| Develop opportunities for partnership working both within and outside the council. Lead on relevant partnerships between the Council and other public, private, voluntary and community sector bodies. | Where appropriate, delivery of the service is achieved / supported through partnerships.  Partnership working is led effectively.  Best practice is identified, shared and promoted. |
| Provide leadership and direction for the service, to ensure the delivery of timely and appropriate services to customers. | The service is led by a professional, motivated and effective management team.  Recruitment, induction development, performance review, employee relations and all HR processes and planning is completed to the required standards and timescales.  Deficiencies and underperformance are actively resolved.  Effective team meetings take place. |
| Identify, secure, deploy and manage the resources necessary for the service to meet/ exceed its objectives. | Appropriate organisation structures and processes are developed and implemented to meet changing organisational requirements.  Collaborate with the appropriate departments to assess and recommend technologies that support / exceed organisational needs.  Resources are effectively and efficiently deployed to achieve service objectives. |
| Direct and control the financial expenditure and integrity of the service. | Demonstrate budget management to ensure costs are controlled and benefits achieved  Budgets and financial risk are monitored and managed in compliance with organisational requirements.  The service is delivered within agreed budget.  Funding from external sources is identified and secured where appropriate.  Value for money is maximised.  Lead supplier evaluation and selection |
| Direct and implement a comprehensive risk management programme for the service. | Operational, financial, regulatory and political risk are identified and managed in accordance with Local Government and national working practices. |
| Ensure that the capacity to respond positively to change is enhanced, “traditional thinking” is challenged and innovative solutions are pursued throughout the area of responsibility. | Necessary changes to culture and practice are implemented and sustained.  Consistently evaluate technology efficiency and make changes as necessary  Conditions for others to perform and to innovate are created.  Improvement of the service is focussed and driven to meet strategic objectives and improve service user outcomes. |
| Plan and direct / sponsor significant strategic programmes, projects and initiatives, both within the service area and across the council / partnerships. | Major change /complex multi-disciplinary programmes are monitored, and directional control provided.  Resources required to deliver the project / programme are secured.  Projects / programmes have clear and assigned accountabilities and achieve their objectives. |
| **Job-Specific Accountabilities** |  |
| To lead the service | Work with stakeholders (internal and external) to develop new ideas and solutions to achieve the Council’s strategy  Acts as a thought-leader in digital and technology to find solutions and inspire colleagues with what can be achieved in the context of constraints of public sector.  Acts the main technology expert for the organisation and is accountable for the technical delivery of new solutions  Works with colleagues and departments across the Council to introduce Agile and Lean techniques which will allow rapid deployment and development within a longer-term transformational context. |
| Accountability | Accountable for the implementation of the technology architecture of the organisation, ensuring appropriate management and ownership of each constituent part and how they work together to form the overall technology landscape for the Council.  Accountable for the development and deployment of the Council’s digital architecture.  In collaboration with the Enterprise Architect, develop Technology Roadmap that aligns business and ICT/Digital strategy.  Accountable for the Council’s uptake for the innovation and technology that delivers organisational vision and goals. |
| **Nature of Contacts**  Members, the Chief Executive, Strategic Directors, Heads of Service and equivalent levels in external bodies, suppliers, private sector and partner organisations to advise, discuss, challenge and influence.Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.  Manage complex political relationships. Manage relationships with key stakeholders and delivery partners including negotiation of complex political / strategic / commercial issues.  Manage confidential, challenging and highly sensitive issues / situations, which involve significant negotiation, persuasion and influencing skills. Interaction with others and the ability to successfully influence and motivate are fundamental to the role.  Direct line management of a Senior Management Team. | |
| **Procedural Context**  **Reports to….**  Lead and control a council service. Member of the corporate Leadership Group  Accountable for operational and strategic implementation of decisions and direction for the service and for project / programme management for cross cutting corporate and partnership initiatives.  Accountable for the integration of a range of professional /operational areas which are critical to the success of the organisation and for performance and service delivery across the service.  Breadth of vision and strategic and innovative problem solving involves thinking within a general framework of strategic direction in situations where there are often aspects which are ambiguous, intangible or unstructured. A significant degree of evaluative judgement is required in relation to risks and issues, with the ability to identify the potential impact of a wide range of changing and potentially conflicting internal and external factors. Conclusions and decisions seize opportunities and mitigate risks.  Direction setting, planning and prioritisation is over a number of years to ensure the service achieves its strategic goals, reviewing and adjusting to take account of the risks and opportunities presented by a changing political and regulatory environment. | |
| **Key Facts and Figures**  Monitor and control the budget of a council service  Decisions will impact across own service, the wider Council and its partnerships.  Employees directly managed will be senior management teams, each responsible for significant resources and operational service delivery. | |

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| **Resourcing**  Budget Responsibilities**: Oversight of complete technology investment budget £4-5m pa in addition to revenue budgets for Digital Services**  Supervisory Responsibilities: Direct Reports: Head of Digital Services,. Matrix management and influence across the whole Council |

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| **Knowledge, Skills and Experience**  Knowledge:   * Deep technology knowledge gained through formal study (Computer Science degree or similar) and work experience * Relevant coding languages, ITIL principles, cyber security and related * Innovation techniques * Agile and Lean techniques to deliver change and transform organisations * Deep understanding of IT platforms, cloud environment and related supplier landscape * Deep understanding of the digital landscape including website development, the latest digital devices, and digital technology opportunities * Understanding of the public sector landscape including suppliers   Skills:   * Strategy creation together pragmatic attitude to ensuring delivery * Agile and Lean skills and ability to teach skills, influence and change culture * Ability to analyse the market and understand opportunities in the real world * A confident and considerate communicator who can address stakeholder needs and inspire them to embrace new ways of working   Experience:   * Likely to be former , Head of Digital. * Career progression likely to have been through engineering / developer route * Experience in public sector and commercial sector * Has been accountable for technology strategy, created a technology transformation roadmap and taken an organisation from a legacy environments * Significant IT procurement experience * Has set up and managed an innovation culture in a large organisation |
| **Indicative Qualifications**  Educated to degree level or equivalent standard.  Post graduate qualification in Computer Science or equivalent experience  Relevant professional qualification. |
| The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed. |