JOB DESCRIPTION

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| **JOB TITLE** | Digital CX Solutions Manager |
| **GRADE** | EPO10 |
| **REPORTING TO** | Head of Digital & Data |
| **JD REF** | CSUP0174P |

# PURPOSE

The post holder is fully accountable for the management of the Council’s web technology, Microsoft 365 and customer experience platforms (including web sites) and the interfaces required for them to operate with other systems across the IT landscape with customer fulfilment as a core focus, ensuring they meet business needs, perform to expected standards and demonstrate best value.

# Main duties and responsibilities

1. Establish and embed Applications Lifecycle Management, in line with ITIL (Information Technology Infrastructure Library) practice and processes, across the CRM, websites, Microsoft365 platform and web applications landscapes of the Council, ensuring it is fully integrated into the other ITIL components necessary for successful IT service delivery.
2. Provide direction for the team needed to strike the right balance between meeting stakeholder expectations and the resources needed to deliver. This will include making informed judgements and encouraging the right metrics from which to measure against.
3. To manage a team of highly technical staff across a wide and complex technology landscape who manage a varied and complex IT applications landscape which contribute to the delivery of all online services to visitors, residents and businesses across the borough.
4. To provide direction and leadership to the Microsoft365, CRM and APIs technical specialists so they work effectively with the other functions across the Council in specifying, selecting, implementing, configuring, integrating and replacing current and new applications, databases and interfaces.
5. To advise on the strategic and operational direction of the web and digital application landscapes and lifecycle from concept into execution and continual service improvement and refresh, aligned to the business needs of the Council.
6. Support and enable continual improvement initiatives across Digital Services including the identification of root cause issues impacting service performance and business change and while having an appreciation for the current and aspirational maturity level of the organisation.
7. As the subject matter expert on the Microsoft365, CRM system and web APIs ensure strategic alignment with the wider digital and technology strategies and delivery for the council, provide clear and unambiguous advice and guidance on applications investment and efficiency to support best value service provision.
8. Ensure the Council realise maximum value from their investment in the Microsoft365 platform.
9. Line manage teams of highly skilled and specialised technical staff comprising digital systems designers, developers, analysts and engineers responsible for delivering and integrating mission critical, reliable, high quality IT services to business areas across the Council, internally and externally
10. To support and encourage staff to be creative, flexible and committed to providing solutions to the needs of the business and to relate to their customers in a clear, friendly and prompt manner.
11. To be responsible for the recruitment, development and training of staff and for managing their performance to meet organisational objectives including implementation of the Appraisal and Development System
12. To set principles, policies and standards for the development, implementation, integration and support of applications.
13. Define the ITIL application lifecycle management process for the Microsoft365 platform, all CRM system and Web APIs across the council, against which the technical team will ensure service delivery is compliant, following best practice on user centred systems design for service fulfilment.
14. Establish the service standards and KPIs required across the digitally enabled customer landscape to ensure customers receive an efficient, consistent service based on user centred design and so that incidents and requests are resolved efficiently.
15. To ensure adequate engineering resources and an overarching maintenance plan are in place and active to provide a reliable service and minimise disruption to customers.
16. To participate in the ICT project management process using PRINCE2 methodology, taking on project board roles as required
17. Directly accountable to the Head of Digital & Data and service customers for agreed SLAs, analyse and identify trends and take action to anticipate failures.
18. To be responsible for maintaining a range of contacts and relationships and providing support to internal and external stakeholders including council officers, chief officers, external suppliers and recruitment agencies.
19. To deal with complaints, manage potential conflicts and act as an intermediary between the service, external suppliers and customers.
20. To monitor the performance of service suppliers against service level agreements and other contractual terms and escalate underperformance to the ICT Contracts and Commissioning Manager.
21. To continuously monitor new technology developments to improve services, ensure value for money and reduce the environmental impact of IT.
22. To ensure effective communications with colleagues and service users to improve satisfaction and reduce avoidable contact.
23. To undertake other duties commensurate to the grade of the post.
24. To use and assist others in the use of information technology systems to carry out duties in the most efficient and effective manner.
25. To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
26. To undertake training and constructively take part in meetings, supervision, seminars and other events designed to improve communication and assist with the effective development of the post and post holder.
27. The post holder is expected to be committed to the Council’s core values in the way they carry out their duties.
28. Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
29. Carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation.

# ESSENTIAL Role specific knowledge, Skills AND EXPERIENCE

**Qualifications:**

* Educated to degree level or commensurate business qualification or demonstrable experience within an equivalent IT management role related to customer experience.

**Knowledge & Skills:**

* Knowledge and understanding of major trends and themes in technology, specifically in local government and public services.
* Demonstrate strong influencing skills, showing drive, tenacity, resilience and sound judgement.
* Strong interpersonal and negotiation skills with ability to build credibility and confidence in order to persuade and influence key stakeholders.
* Ability to interpret technical solutions, risks and issues and position/present business focussed proposals with excellent written and presentation skills demonstrated by the ability to:
* Create professional documentation with attention to detail and desire for accuracy.
* Communicate, present and adjust to different audiences.
* Analyse, interpret, disseminate and present complex, information clearly and concisely.
* Ability to focus on quality and results whilst driving the delivery of mission critical systems and services in a pressurised environment with the ability to confidently support, assure and challenge with ease whilst maintaining good working relationships.
* Excellent time management skills and ability to work proactively with minimal day to day supervision.

**Experience:**

* Extensive and proven experience as a senior technical manager with accountability for successful service delivery across range of disciplines within a complex ICT environment including external 3rd party suppliers and development partners.
* Knowledge and experience of leading on a range of delivery lifecycles within an IT environment, specialising in application lifecycle management with a focus on customer experience, from initiation through requirements gathering, procurement, design, testing, deployment, service transition and change management.
* Experience of managing and mitigating IT and associated business risks across large and complex technology environments and platforms.
* Specialist and in-depth experience of user centred systems design and provision of IT digital and web solutions which engage directly with service customers, specifically with strategic systems interface design and interoperability and customer driven delivery.
* Extensive experience of working at a strategic level with key stakeholders, navigating organisational politics with evidence of managing by influence to achieve successful outcomes to complex business problems.
* Considerable experience of creating, building, leading, and motivating individuals and teams including staff recruitment and performance management (both direct reports and matrix aligned staff).
* Experience of creating and implementing continual professional development and training programmes for specialist IT technical staff, particularly in the applications environment.

# ADDITIONAL INFORMATION

The postholder must be able to travel across the borough.

Able to work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

**HEALTH & SAFETY CONSIDERATIONS:**

• Work with VDUs (Video Display Unit) (>5hrs per week)

• Working nights

• Lone working

Approved By: PETE MOULTON (HEAD OF ICT)

Date Of Approval: 14/02/2024