JOB DESCRIPTION

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| **JOB TITLE** | Head of Digital Operations and Cyber Security |
| **PROPOSED GRADE** | EPO25 |
| **REPORTING TO** | Assistant Director of ICT and Digital |
| **JD REF** | CSUP0177P |

PURPOSe

Fully accountable for the management of the Council’s core IT environment, ensuring it meets business needs, performs to expected standards and demonstrates best value.

Main duties and responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values and leadership behaviours in the role and organisation.

**Team Leadership and Management:**

* To manage a team of highly technical staff across a wide and complex technology landscape including cyber security, servers and storage, cloud computing, end user computing and network communications, which enables the Council to fulfil its core business objectives and deliver services efficiently and effectively.
* To provide direction and leadership to the IT operations teams so they work effectively with the other functions across the department and the wider Council in specifying, selecting, implementing, configuring, integrating and replacing current and new core IT services.
* To support and encourage staff to be disciplined, 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.
* To be responsible for the recruitment, development and training of staff and for managing their performance to meet organisational objectives.
* Provide direction and leadership for teams balancing the need to meet stakeholder expectations.
* Establish and embed a culture within the IT operations teams which is accountable, demonstrates a sense of urgency and places a high emphasis on risk management and ensuring the right business changes are identified and prioritised.
* Support and enable continual improvement initiatives across the IT environment including the identification of root cause issues impacting service performance and business change while having an appreciation for the current and aspirational maturity level of the organisation.

**Communication, Engagement and Training:**

* Contribute to ensuring timely, engaging, relevant and informative communications to staff, residents, and stakeholders; enhancing the reputation and profile of the council and of the borough and working with the Organisational Development team to ensure internal communications are informed by staff engagement and the People Strategy.
* To ensure adequate resources and maintenance plans are in place and active to provide a reliable service and minimise disruption to customers.
* Work collegially as a senior leader in department and Directorate.
* 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.

**Budget and Resource Management:**

* Manage the service’s budgets and resources in line financial regulations / policy, ensuring funds are allocated appropriately to meet needs.
* Identify and implement opportunities for cost-efficiency, resource optimisation or transformation that maximise value for money.
* Provide strong financial oversight of the relevant cost centres, constantly seeking out and monetising savings and efficiency opportunities.
* To continuously monitor new technology developments to improve services, ensure value for money and reduce the environmental impact of IT.

**Data Analysis and Decision-Making:**

* Establish and embed a whole service management regime, in line with ITIL (Information Technology Infrastructure Library) practice and processes, across the IT landscape of the Council, ensuring it is fully integrated across the IT Enterprise for successful IT service delivery.
* As the subject matter expert on IT operational service delivery for the council, provide clear and unambiguous advice and guidance on technology investment and efficiency to support best value service provision.
* Responsible for the council’s strategy and policy for technical disaster recovery. Provide strategic, technical, advice to the council on disaster recovery and business continuity requirements.
* To deal with complaints, manage potential conflicts and act as an intermediary between the service, external suppliers and customers.
* To advise on the strategic and operational direction of the IT environment and continual service improvement, aligned to the business needs of the Council.

**Compliance:**

* To ensure all practicable steps are taken to ensure the highest level of IT service availability.
* To set principles, policies and standards for the development, implementation, integration and support of IT operational systems.
* Define the ITIL whole service management regime for IT across the council and ensure service delivery is compliant.
* Establish the service standards and KPIs required across the IT environment to ensure customers receive a consistent service and so that incidents and requests are resolved efficiently.
* Lead the resolution of major incidents and service disruptions in collaboration with other relevant council groups.
* Maintain the IT operational environment at the agreed level of system and software currency allowing nothing to become a security risk through inadequate maintenance.
* 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.
* Ensure that duties are undertaken with due regard and compliance with the Data Protection Act and other legislation.
* Carry out duties and responsibilities in accordance with the Council’s Health and Safety Policy and relevant Health and Safety legislation.

**Other:**

* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* 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.
* Deputise for the Assistant Director of ICT and Digital as and when required.
* Any other duties commensurate with the grade as directed by the Assistant Director of ICT and Digital such as committee attendance.

Role specific knowledge, experience and skills

**Qualifications:**

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

**Knowledge & Skills:**

* In-depth knowledge and understanding of major trends and themes in technology, specifically in local government and public services.
* Detailed understanding of IT strategy and technical architecture and its application, including cyber security and disaster recovery.
* Ability to analyse complex organisational IT issues, needs and data, and identify a range of appropriate and effective responses.
* Evidence of a thorough understanding of large scale corporate data and systems management.
* In depth knowledge of relevant IT Management Standards and approaches including, but not limited to, ITIL, TOGAF, DevOps, with preference for formal qualifications.
* Commercially astute with strong negotiation skills with experience of negotiating difficult and complex contracts.
* Highly confident networker, able to build and develop relationships with a wide range of stakeholders.

**Experience:**

* Demonstrable recent evidence of successfully delivering major service redesign/improvement, driving associated culture change to embed performance improvements.
* Proven track record of high performance and achievement at a senior level within IT in a large, multi-functional organisation with comparable scope, size and complexity.
* Proven commercial experience, including successful multi-partner and/or commercial negotiations which have had a positive impact on business outcomes.
* Experience of providing expert professional advice on all IT matters to senior leaders.
* Significant experience of managing and motivating employees building effective teams and achieving change.
* Experience of effective budgetary and financial management and providing cost effective services.
* Experience of successfully managing and negotiating large and complex contracts with external suppliers / service providers.
* *Desirable - Experience of extensive working in a political environment or engagement with elected members.*

ADDITIONAL INFORMATION

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Cover of call out rota.

**HEALTH AND SAFETY CONSIDERATIONS**

* Work with VDUs (Video Display Unit) (>5hrs per week)
* Working nights
* Lone working

dATE OF APPROVAL: 16/02/2024

APPROVED BY: Peter Moulton (AD – ICT and digital)