JOB DESCRIPTION

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| **JOB TITLE** | Head of Digital and Data Architecture |
| **PROPOSED GRADE** | EPO25 |
| **REPORTING TO** | Assistant Director of ICT and Digital |
| **JD REF** | CSUP0178P |

PURPOSe

Responsible for effective management of the Council’s digital architecture, data and customer platforms, ensuring they meet business needs, perform to expected standards, align well with technology industry and market developments - demonstrating 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:**

* Provide direction and leadership for teams balancing the need to meet stakeholder expectations.
* 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.
* 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.
* Establish and embed a culture within the 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 to deliver maximum value utilising industry best practice principles where appropriate.

**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.

**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.

**Data Analysis and Decision-Making:**

* As the owner of the Council’s customer experience platforms, provide clear and unambiguous advice and guidance on investment and efficiency to support best value service provision, including the formulation of business cases for investment to improve the effectiveness and efficiencies of these platform(s).
* To maintain the integrity and relevance of the Council’s digital, data and technology landscape in line with evolution of solutions and business needs.
* To define and manage the technology and digital roadmaps with the Council’s Directorates, aligned to their business plans, and agreement of the investment required to achieve them.
* To participate in the ICT project management process using the Council’s agreed project methodology, taking on project board roles as required.
* To protect the Council’s investments in technology and the integrity of services through management of the architecture principles and ensure continual forward planning to keep pace with and maximise opportunities from the evolution digital, data and technological solutions.
* Fully accountable for the development and management of relationships across the Council as a strategic adviser on digital, data and technology and solutions to support service transformation and delivery, including measurable and agreed roadmaps for future direction.
* Support and enable continual improvement initiatives across the Council while understanding the current and aspirational digital and data maturity level of the organisation.

**Performance Management:**

* To deal with complaints, manage potential conflicts and act as an intermediary between the service, external suppliers and customers.
* To achieve agreed service outcomes and outputs, and personal appraisal targets, as agreed by the line manager.
* To advise on the alignment of the strategic direction of digital, data and technology developments to the business needs of the Council.

**Compliance:**

* 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 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:**

* Detailed understanding of IT strategy and enterprise architecture and its application within a public sector organisation.
* 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 strategic manager with accountability for successful delivery across a range of digital transformation and data architecture projects within a complex environment including management of external 3rd party suppliers and delivery partners.
* Knowledge and experience of leading on a range of design and management lifecycles within an IT environment from enterprise architecture design through requirements gathering, procurement, design, testing, deployment, service transition and change management.
* Extensive experience of working at a strategic level with key stakeholders, navigating top level organisational politics with evidence of managing by influence to achieve successful outcomes to complex business problems.
* Extensive experience of financial budgeting, planning, forecasting, analytics and management reporting across complex service environments.
* 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 IT operational environments.
* *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)