JOB DESCRIPTION

Post Title: Assistant Director (Digital, Data and Technology)	
Department: Digital, Data & Technology (DDAT)	**Post No**:
Division/Section: Corporate Core	**Post Grade**: AD Chief Officer Band D

Location: Agile. To work at any of Bury Council's sites as demand necessary to undertake the duties.

Special Conditions of Service: Will be required to work outside normal office hours as necessary.

Purpose and Objectives of Post:

- Lead on the design and delivery of a Digital, Data and Technology strategy for the Council to enable the Corporate Strategy and the LET'S Do It! vision to ensure current and future investment in technology maximises the opportunities to support the authority from a technological perspective.

- Leadership of the digital functions of the Council to ensure high quality provision and delivery. This will require the development of the Council's operating model and oversight of a major programme of modernisation and improvement.

- Leadership of the Council's Customer Contact Centre and associated technologies including the Council's Digital Customer Experience Programme and contact strategy.

- Provide strong, visible leadership when working with external partners to achieve the digital first ambitions of the community strategy. This includes integrated delivery with Health and Care through the NHS ICB, as well as wider Team Bury partnerships.

- Ensure that the Council has policies, processes and technology solutions in place that protect the Council as far as is possible from a Cyber Security, Business Continuity and IT resilience perspective and work with the services across the Council to ensure that all stakeholders understood their role in achieving this objective.

- This role will focus on ensuring the service to users, customers and residents is exemplary by providing adequate resourcing for technology governance, compliance and assurance in the service when delivering managing and delivering technology.

- This role is the focal point for technical decision making, strategy, supporting digital transformation and providing assurance across all Council functions. This includes responsibilities for oversight of the enterprise architecture for the authority ensuring efficiency and value for money through the rationalisation of technologies, systems and applications.

- The role will ensure the Council has the technical skills and leadership required to exploit current and future technology, leading on solution design and architecture. This will include ensuring that the Council has a clear data management strategy and that the DDAT service has the skills, capabilities, practices and toolset to deliver the strategy.

- Through the DDAT Business Change and Programme Management capabilities support the Council in the delivery of its strategic change priorities to deliver the MTFS including identifying opportunities for technological innovation through Robotic Process Automation and Artificial Intelligence etc.

- As an experienced professional in the technology and commercial field, provide senior leadership to an agile operational environment to set the tone for excellence in digital by design and service delivery, underpinned by clear service standards, including external Service Level Agreements.

Accountable to: Chief Executive

Immediately Responsible to: Executive Director (Strategy & Transformation)

Immediately Responsible for: Head of Technology & Innovation, Head of Insight & Data Analytics, Head of IT Service Excellence, Enterprise Architect, Head of Customer Services and Programme Lead for DDAT.

Relationships: (Internal and External)

Internal

Cabinet Portfolio lead, members of the Council's Cabinet and all Elected Members

All Executive Directors and Chief Officers of the Council

Directors, Assistant Directors and other Senior Managers across all council functions.

External

Represent the authority within the Greater Manchester Combined Authority Digital Portfolio, particularly within the GM AI and Data Innovation Office (ADIO).

Work within the NHS Greater Manchester's Integrated Commissiong Board to represent Bury's interest as a locality and promote integrated working.

Work with other Team Bury partners to identify areas for technological innovation and collaboration to maximise efficiencies for digital delivery across the borough.

Control of Resources:

Direct Budget of £3 million, Control of Capital Budget – over £10m

Specific programme budgets for programmes that Digital Services (IT) are supporting on behalf of customer departments
Team of approximately 50 employees
ICT Equipment and systems, contracts and leases

Duties/Responsibilities:

Strategic

- Leading and managing the Digital service across the Council.

- Development and delivery of a Digital strategy which aligns technology provision, delivery model and resources with future needs as part of the Community Strategy across the Council.

- Maximising organisational benefits from the use of technology and data through the establishment of integration approach to Business Intelligence and Data Management.

- Design and deliver of an integrated customer contact strategy across the Council, including responsibility for the Council's Customer Contact Centre and Customer Access Strategy.

Corporate Leadership

- Lead and oversee the strategic development of DDAT throughout the Council to ensure effective DDAT provision is in place to support the Council's needs.

- Provide advice to the Cabinet, Executive Team, Strategic Leadership Team (SLT) and other senior managers of the Council on the application and use of DDAT for service delivery.

- Develop and maintain an DDAT strategy that ensures Bury Council is prepared for changes in its services, digital technology and market developments.

- Lead and develop the DDAT service, setting direction and standards to ensure the service is providing high quality and cost-effective services that are both proactive and responsive to the needs of the user, residents and wider stakeholders.

- Lead the DDAT service in supporting the Council to deliver local, regional and national initiatives and comply with legislation and best practice industry standards.

- Accountable for leading Bury's technology roadmap to ensure technical currency, avoidance of technical debt and to take advantage of innovative and emerging technologies to the benefit of Bury users and residents.

Resource Management

- Accountable as a senior leader for all technical resources, technical oversight and guidance on all critical technical elements of the infrastructure, platforms and applications to ensure it fits with the technology reference architecture framework.

- Accountable for technical assurance, security and supporting all peers in the effective delivery of their responsibilities as technical experts.

- Accountable for ensuring critical technology related areas including Cyber Security, Data Management, Data Centre technologies, Cloud technologies and technical risk are compliant with Bury Council networks and standards, including wider Greater Manchester standards where appropriate.

- Accountable for the technology roadmap for the Council, ensuring provision of skilled resources to deliver agreed outcomes.

- Accountable for ensuring the operational DDAT budgets and budgets for DDAT projects, including budget setting and forecasting, including withing the Council's Capital Programme.

- Responsible for the development, management and maintenance of all technical services in order to exploit the benefits of new technologies, ensuring enabling increased internal and external collaboration to become a modern technology focused organisation.

- Responsible for ongoing stakeholder engagement to understand evolving business requirements and look ahead to the technical capabilities required for the future.

- Responsible for promoting effective partnerships with both public, private and voluntary organisations.

- Responsible for implementing the DDAT and Digital Strategy and ensuring all technical elements of business-as-usual meet requirements and standards.

- Responsible for ensuring technology governance across the Council, including change management within the Service and for all business-related digital change.

- Responsible for preparing reports and briefing papers for Cabinet and the Executive on all DDAT matters, including performance, as required.

- Responsible for working closely with Information Governance and actively contribute to and participate in the development and maintenance of Information Management strategies.

- Ensure the DDAT service is effectively managed in line with the Council's policies and procedures, within agreed budgets and other resources available and in accordance with prevailing legislation.

- Ensure DDAT service standards are agreed, maintained and reviewed on a regular basis, including the delivery of Service Level Agreements with external partners.

- Ensure effective performance management and appraisal systems are in place within the service and that employee development is supported.

- As a member of the Council's Wider Leadership Team and Directorate Departmental Management Team, contribute towards the achievement of the Council's aims and objectives as set out in the Corporate Plan.

- The postholder will represent the DDAT function within the locality and their key responsibilities will be to:
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  - Proactively engage with:
    - locality digital forums
    - locality and strategic estates group
  - Inform and influence GM strategy from the 10 Locality Plans' digital element

- Manage delivery of commissioned digital services and hold digital providers to account
- Champion digital transformation & innovation within the locality
- Direct locality implementation of GM and locality digital transformation strategies underpinning delivery of national, regional and locality delivery plans

Standard Duties

- As an employee of Bury Council you have a responsibility for, and must be committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring that they are protected from harm.

- Bury Council is committed to equality, diversity and inclusion, and expects all staff to comply with its equality related policies/procedures, and to treat others with fairness and respect.

- The post holder is responsible for Employees Duties as specified with the Corporate and Departmental Health and Safety Policies.

- As an employee of Bury Council you should contribute to a culture that values and supports the physical and emotional wellbeing of your colleagues.

Where an employee is asked to undertake duties other than those specified directly in his/her job description, such duties shall be discussed with the employee concerned who may have his/her Trade Union Representative present if so desired. (See paragraph 203 of supplemental Conditions of Service).

SHORT LISTING CRITERIA	ESSENTIAL	DESIRABLE
Qualifications		
• Educated to Degree level or equivalent in experience.	✓	
• Accredited to TOGAF 9.2 and must have demonstrable understanding and capability to employ supporting frameworks and methodologies including ArchiMate, BPMN, COBIT and IT4IT.		✓
• Able to demonstrate a clear understanding and capability to work within an organisation based on relevant ICT related standards including IITIL V3, ISO/IEC 38500, ISO/IEC 27001, ISO/IEC 22301, ISO/IEC 20000, Agile, PRINCE2 and MSP.		✓
Knowledge and Skills		
• Must demonstrate a track record of leading and developing effective teams delivering Enterprise Business Solutions that have been proved successful in meeting complex business requirements and in enabling standardisation, simplification, sharing and re-use.	✓	
• Able to demonstrate extensive experience and successful delivery in a CTO Role, or a Senior Enterprise Architecture role or Senior Digital Change role with a demonstrable history of managing complex programmes, preferably working within a local authority or public sector body, that have lead to clear service improvements.	✓	
• A thorough understanding of digital transformational change, IT operations, and performance management.	✓	
• A comprehensive grasp of strategic digital models, including cloud-based solutions and 'digital by default' principles.	✓	
• The ability to horizon scan and identify key opportunities and drivers for the council.	✓	

• A talent for critically analysing programmes and formulating innovative and practical solutions.	✓	
• Excellent written and verbal communication and presentational skills with emphasis on articulation of complex technical information in lay terms.	✓	
• Excellent influencing skills.	✓	
• Extensive experience with programme and project management tools.		✓
• Excellent customer service skills.	✓	
Other special requirements		
• Experience of managing a provider contracted for services		✓
• Deep expertise in delivering/supporting and communication transformational change programmes		✓
• Knowledge of key council infrastructure and enterprise systems including finance, telephony, document management, payment, procurement, HR and social care systems		✓