1. JOB PURPOSE

1.1. To be the lead senior officer responsible for ICT strategy and delivery across the three boroughs.

1.2. Establish and promote the vision for ICT to support transformation and innovation in the councils.

1.3. Lead the development of the tri-borough ICT strategy and budget and ensure the strategy supports the tri-borough business objectives including ongoing development in response to the fast-changing business environment.

1.4. Direct the advancement of the exploitation of ICT through innovation. Work with council partners such as Central London Community Healthcare to deliver ICT solutions supporting integrated working.

1.5. Lead on ICT strategic sourcing and procurement tri-borough.

1.6. Take overall responsibility for the portfolio of programmes delivering the ICT strategy.

1.7. Lead on the co-ordination of ICT activity across the councils, actively prioritising competing programmes and projects and allocating available resources effectively/to drive greatest return on investment.

2. RESPONSIBILITIES

Strategy

2.1. Lead on building positive relationships with the key stakeholders in the business, ensuring that the ICT Strategy and service develops to meet business needs.
2.2. Develop the tri-borough ICT strategy and budget ensuring it meets the councils’ business objectives, providing regular assessments of delivery against it.

2.3. Make a major contribution to the development and delivery of the councils’ vision and the agenda for transformation. Inspire creativity and flexibility in the management and application of ICT.

2.4. Demonstrate the contribution that technology can make to business objectives, defining strategy, validating business needs, taking into account the opportunities afforded by technology developments coupled with the implications of change on tri-borough services and all stakeholders.

2.5. Lead on the implementation of the ICT strategy, specifically the ICT infrastructure and corporate ICT programme portfolio, reporting to senior management stakeholders on issues and risks.

Delivery
2.6. Take responsibility for development, delivery and/or monitoring (as appropriate) for the ICT service delivery by ICT service providers, including the councils’ in-house ICT services, and the contracts with Serco, H&F Bridge Partnership (HFBP), and other key suppliers. Establish strong working relationships with ICT service providers, working jointly to improve cost-effectiveness, to assure value for money, delivery performance, customer satisfaction and innovation. Negotiate with ICT service providers on the councils’ behalf, ensuring providers meet both the public service needs of the councils and commercial aspirations.

2.7. Ensure that robust contingency, risk management, and business continuity plans are in place for the councils’ ICT services and that these are coordinated with and support the councils’ general business continuity plans. Maintain and enforce standards and protocols for the use of information and communication technologies across the councils.

2.8. Take responsibility for the development and implementation of the councils’ information security in accordance with the information management strategy, ensuring the councils meet their statutory requirements.

Change management and quality
2.9. Transform the ICT service to the point where it can deliver a single seamless high quality service across all three councils effectively balancing the needs of tri-borough, bi-borough and single borough services.

2.10. Develop a continuous service improvement culture within the ICT service to ensure that it can continue to evolve in line with the changing business environment.

2.11. Take responsibility for ICT governance and the mechanisms in place to ensure compliance, legislative and other, authorising tri-borough policies governing the conduct of management of change initiatives and standards of professional conduct. Work with information management teams to set strategy, policy and standards for information management and develop proposals for ICT-enabled
support for information management policy.

2.12. Set the strategy for monitoring and managing the performance of ICT-related systems and services, in respect of their contribution to business performance. Provide effective scrutiny of financial and performance data. Develop the annual continuous service improvement plan (CSIP) for ICT in response to customer views and ensure continuous improvement in the services delivered, applying risk management principles in relation to the ICT contracts.

2.13. Further the Councils’ equal opportunities and customer care objectives, in carrying out the responsibilities of the post.

2.14. Manage the senior leadership team following good management practices, including team meetings, appraisals, one-to-ones, ensuring senior managers and the wider team are motivated and meet their objectives. Develop the wider team’s skillset in line with the professional development requirements for ICT, including programme and project management.

**Procurement**

2.15. Lead on ICT strategic sourcing, procurement development and co-ordination tri-borough, implementing the procurement strategy and developing a sustainable fit for purpose service, ensuring that this is supported by a set of cost-effective external service contracts and that transitions are managed successfully.

**Programme management and resource allocation**

2.16. Take overall responsibility for the portfolio of programmes delivering the ICT strategy, assuring key outcomes for customers, managing dependencies, budget and benefits tracking, communications and engagement, strategic ICT framework specification, development and compliance.

2.17. Take accountability for and sponsor the management of ICT infrastructure programmes and projects.

2.18. Lead on the co-ordination of ICT activity across the councils, actively prioritising competing programmes and projects and allocating available resources effectively/to drive greatest return on investment.

2.19. Set the strategy for resource management to respond to business priorities cost-effectively. Authorise the allocation of resources for the planning, development and delivery, as appropriate, of all ICT services and products. Set and maintain a portfolio management approach across ICT projects and/or the ICT elements of major programmes. Demonstrate an in-depth knowledge of both the business and ICT strategies and what objectives and business benefit must be fulfilled. Ensure portfolio design aligns with business strategy and makes the maximum contribution to the strategic goals and targets tri-borough. Monitor and review the economics of programme processes, and ensure effective governance arrangements, supported by comprehensive reporting, are in place.

**Budget**

2.20. Formulate and gain acceptance for annual revenue and capital budgets for ICT.
infrastructure and corporate ICT programmes and monitor them to ensure corporate policies and objectives are met within financial constraints.

2.21. Manage the overall ICT budget and ensure compliance with the councils’ Medium Term Financial Strategy. Establish transparent recharge mechanisms that enable business service control over consumption of variable ICT resources.

Communications
2.22. Initiate and influence relationships with and between key stakeholders - members, executive directors, senior managers and partners. Act as a single point of contact for senior stakeholders and strategists, business partners and influencers, to support effective business change.

2.23. Develop effective communications and engagement strategy to ensure that business areas make informed choices and plans for the deployment of ICT in support of service delivery proposals. Ensure open communications are facilitated with and between stakeholders. Initiate and oversee processes to manage and monitor relationships including lessons learned and the feedback loop to and from business change teams. Provide high level advice to members, executive directors and senior managers on ICT matters.

3. PERSON SPECIFICATION

3.1. PART ONE - Qualifications and experience

- At least five years’ experience of transforming and managing significant ICT services in a large organisation, preferably in a public service environment.
- At least 7 years’ experience in the ICT industry.
- Experience of delivering ICT strategy/delivery is essential, across multiple organisations is desirable
- Experience of procuring and managing large and complex outcome-based ICT contracts with interdependencies.
- Experience of joint procurement, market testing and outsourcing as well as negotiating quality, cost-effective services
- A clear understanding of the key issues affecting local government and wider public sector service delivery
- Experience of working with a senior management team to develop a business focussed ICT and information security strategies that will effectively support their business needs.
- Experience of successfully implementing an ICT strategy through business planning.
- Evidence of delivering high quality, customer focussed services.
- Understanding of the issues relating to effective service delivery at a time of budgetary constraints.
- Experience of contributing to the development and implementation of effective management information systems that aid the decision-making process.
- Experience of working in partnership with others, internal and external to the organisation, to deliver an effective ICT function.
- Evidence of contribution to major transformation and building teams at a time of
change.
- Experience of shared services and/or enabling ICT services to be delivered to multiple organisations.

3.2. Part Two - Skills and abilities

- Exceptional inter-personal skills enabling engagement with all levels across the three boroughs with staff, members, external organisations, agencies and statutory bodies.
- Leadership skills, including the ability to manage in a modern, empowering way, and to deputise as required
- An understanding of ICT strategy, business technology and its application at all levels in this environment and the skills to think strategically, including:
  - developing ICT and information security strategies
  - interpreting and handling complex information
  - acting with political sensitivity
  - driving and engaging positively with change.
- An sound understanding of portfolio, programme and project management and a track record of delivering and enabling large-scale complex change programmes
- An understanding of key ICT management standards, including but not limited to ITIL, PRINCE and SFIA
- Procurement and negotiation skills
- Demonstrable ability to engage with and promote the Councils’ equal opportunities policy.
- Employing excellent leadership and team-working skills in an environment where priorities and goals can quickly change and evolve.

3.3. Personal style

- Personal and professional credibility.
- Able to influence.
- Open-minded and adaptable.
- Resilient and persuasive.