Designation:	**Head of Technology**
Grade:	**STR9 + Supplement**
Hours:	**37 hours per week**
Location:	**Mainly working from home but presence at Ebley Mill required at times in accordance with work programme commitments.**
Job Purpose:	**To provide strategic leadership and management for ICT services and drive forward technology programmes**
Responsible to:	**Strategic Director of Resources**
Responsible for:	**Service Desk, Systems Development and Infrastructure & Security teams. ICT Strategy & Policy development. Capital and Revenue Budgets. Network and Data Security & Compliance.**

KEY DUTIES

- Accountable for secure and compliant infrastructure, networks and assets that enable business continuity for community critical services.
  - Maintaining a secure environment, including compliance with Government standards.
  - Protecting the council's data assets. The development and enforcement of security policies and protocols, ensuring network users are aware and alert to cyber security threats through effective and engaging communications.
  - Manage and optimise network and systems availability including ensuring an effective change management process, managing SLAs, chairing major incident reviews, ensuring lessons are learnt and reporting performance to SLT.
  - Tracking and audit of all hardware; ensuring the infrastructure estate remains up to date and relevant as technology standards change.
  - Procurement of new infrastructure products and services to maintain and enhance provisions, ensuring that investments are sequenced and the budget profiled to prevent mass investment requirements.
  - Development and management of Disaster Recovery Plan

- Accountable for creating and maintaining a modern flexible and relevant Enterprise Architecture that enables agile working and digital delivery of service provisions.

- Ensuring that Line of Business applications acquisition and delivery fits with strategic principles and that all software used at the council is correctly licenced.
- Administration, management and oversight of all digital assets across the network.
- Identifying and implementing relevant digital products that improve and enhance organisational and service level provisions.
- Optimising interoperability and connectivity for systems, people and organisations that support the modernisation agenda of the council.
- Effective working relationships with service delivery teams that enable co-production of innovative service redesign solutions
- Building digital products and system connections in line with user centric digital design principles
- Agile digital product delivery coupled with effective recognised project management techniques that ensures MVP delivery to time and cost.
- Procurement of new cloud services and other software, strategic contract management of ICT suppliers across service boundaries
- Oversight of data migrations and necessary QA testing
- Actively engaging users in the adoption of new technology and related ways of working to optimise return in investments

- Accountable for an enabling and highly supportive ICT service
  - Ensuring excellent customer service through regular assessment of Service Desk, Systems Development and Infrastructure & Security teams' performance including reporting and negotiating SLA transgressions to business managers and SLT.
  - Provision of an advice service to SLT, Service Managers, Members, and all ICT customers as required to ensure the organisation makes informed decisions regarding the use of technology and costs.
  - Responsible for effective incident, problem, service request and escalation processes ensuring high levels of performance.

- Accountable for the development of and adherence to the ICT strategy, ensuring that investment in ICT is optimised and best value is achieved from resources.
  - Responsible for the continued development and management of Information and Communications Technologies (ICT) including the provision of a high-quality ICT service to all ICT customers and management of an annual revenue budget plus a capital budget allocation for renewals and maintenance.
  - Providing budget variance and spend forecasts to SLT and Finance, setting future budgets and providing an assessment of long-term revenue and capital requirements.
  - Drive forward technology programmes that underpin the modernisation efforts including ongoing infrastructure and security improvements, business line system upgrades, interoperability and development, digital product delivery (including digital platform implementation) and technology driven business change programmes of work including, office collaboration tools, automation, agile working enablement and support for commercial activities

- To act as the Council's principal adviser on Information Security and to be designated as the Senior Information Risk Officer (SIRO)

- Ensure effective two-way communication with the Strategic Leadership Team (SLT), Service Managers and Members. Ensure the effective onward communication to the Team Leaders within the ICT Team.
- Lead, inspire and mentor team members to achieve performance targets
- Attendance at Committees as required which are usually in the evening.

SKILLS AND KNOWLEDGE

- A broad technical knowledge, in tune with where technology advancement is going and able to present innovative ideas.
- Relevant experience as an ICT manager with a history of delivering successful ICT programme and developing ICT strategies.
- Previous responsibility for £1m plus budgets
- Comprehensive understanding of ITIL standards and experience of the operating environment.
- Strong stakeholder management skills, able to manage suppliers and partners within public sector procurement processes.
- Excellent communication skills to advise Members and Officers on ITC issues. Attend Committee meetings, and Corporate Team meetings as required to present reports or give advice, presenting complex technical information in a way which can be readily understood by a non-technical audience.
- Up to date technical knowledge of cyber security and data management, experience of effective ITC Risk Management, appropriate mitigations and processes.
- Experience of benefit realisation, working with business cases demonstrating cost benefit analysis
- Significant experience of leading and motivating teams to achieve stretching targets.
- Experience of transitioning to cloud services and understanding of the organisational and financial impacts.

COMPLEXITY AND CREATIVITY

- The Council's Computer systems and connections are increasingly complex and diverse. The postholder will need to have a good overall understanding of local government systems and operations, associated costs and commitments.
- Ability to develop and present strategy that addresses complex place and community outcomes, ability translate these into outline roadmaps and programme plans for delivery.

Work which requires a creative and innovative input in a number of diverse subjects and a range of expertise where the opportunity and need for imaginative thinking is not limited by defined policies.

JUDGEMENT AND DECISIONS

- To make effective decisions under time pressure.
- Take responsibility for the outcomes and impacts of their decisions.
- Provide inspirational, ethical and values based leadership. Promoting cultural reform and high standards of professional conduct while having self-awareness and a commitment to personal development and resilience.
- Carbon neutrality and sustainability is a core value of the council. The ability to ensure that this is embedded into all judgements and decision making is essential.

CONTACTS

- Members of the Council
- Members and staff of other local authorities'/partner agencies
- Suppliers and contractors
- Business Managers and Directors including SLT
- Members of the public

Contact required in respect of service delivery issues where the content and outcome are not straight forward or well established and could involve more detailed assessment, planning, evaluation, care and assistance. Full authority in the provision of ICT services is required.

RESOURCES

- Full responsibility for ICT resources including significant revenue and capital budgets, staff, infrastructure, and software.

TRAVEL DESIGNATION

- HMRC Mileage rates

GENERAL

- To be responsible for the delivery of solutions and change, sometimes outside normal office hours, including weekends.
- To ensure that at all times service delivery informs, reflects and supports the Council's prevailing aims and objectives.
- To work with colleagues across the organisation as required in support of organisational goals.
- To promote the Council's overall commitment to equality of opportunity/Diversity at all times and work within the requirements of the Council's Equality Scheme.
- To undertake all training and development initiatives as required.

- To work within Health and Safety guidelines in accordance with the Health and Safety at work Act.
- To work within the requirements of the Council's Environmental Policy and Management System.
- To undertake any appropriate duties required to meet the Council's obligations under the Civil Contingencies Act.

This job description is a reflection of the present position and is subject to review and alteration in detail and emphasis in the light of future changes or developments.