

<b>Designation:</b>	<b>Head of Technology</b>
<b>Grade:</b>	<b>Stroud STR9 plus supplement</b>
<b>Responsible to:</b>	<b>Strategic Director of Resources</b>
<b>Service Area:</b>	<b>ICT</b>
<b>Post Number:</b>	

## ESSENTIAL CRITERIA

### QUALIFICATIONS

- Degree or equivalent in ICT or service-related subject or equivalent qualifications.
- ITIL certification or equivalent experience of service delivery management.
- Membership of management bodies or professional qualifications.

### EXPERIENCE

- Extensive successful senior management experience, including previous management experience of an ICT function within a similar organisation.
- Proven experience of successfully leading diverse teams and able to demonstrate good practice in performance management including how to motivate staff and deal effectively with difficult issues.
- Evidence of being able to make rational and timely decisions, whilst empowering managers and staff to achieve outcomes.
- Working Knowledge of ITIL and PRINCE2 (or equivalent) methodologies.
- Demonstrable experience of the successful take-up of new technology and digital products as part of significant technology change programmes.

### SKILLS & KNOWLEDGE

- Highly developed interpersonal skills to work confidently and effectively with a wide range of senior officers, Members, partners, external professional bodies, public, managers and staff.
- Comprehensive knowledge of user centred digital design.
- Ability to negotiate excellent supplier agreements and a full understanding of procurement processes within a public organisation.
- Comprehensive understanding of risk management, proactively takes steps to reduce organisational exposure to risk
- Ability to lead a team to deliver the services required, to the agreed performance standard.
- Ability to work independently, take difficult decisions and lead the team.
- Excellent analytical skills and able to coordinate the resolution of complex issues and problems.
- Demonstrable ability to explain complex issues to non-ICT literate staff members and other stakeholders.
- Accurate and methodical working practices.
- Demonstrable experience of programme management and the delivery of technology, data and application projects.
- Excellent time management and organisational skills showing the ability to meet deadlines and prioritise work.
- Flexible response to work deadlines and requirements including the need for occasional out of hours working, both planned and unplanned.

- Commercial approach to delivering public services to provide best value for the organisation.
- Ability to challenge the status quo, to provide new solutions for the provision of ICT services where applicable and to the benefit of the council.
- Customer focussed mentality, passionate about providing improved services for ICT customers with a good understanding of the role of the Service Desk.
- Knowledge of how technology is a significant contributor to carbon emissions. The possible and emerging mitigations and how these can enhance the sustainability and ethical responsibilities in council provisions and supply chains.

## PERSONAL ATTRIBUTES

- A trusted advisor, providing thought leadership and design thinking which positively influences the council's modernisation agenda.
- Passionate about the adoption of new technology and ways of working, understanding that this is as critical as the successful deployment of products.
- Ability to manage own time and workload.
- Demonstrate the ability and desire to keep abreast of new technology and related ways of working and be a "self-starter".
- Have access to a car for business use and have a full driving licence.

## OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Able to demonstrate relevant competencies set out in the Council's Competency

## CORE COMPETENCIES

### 1. Managing & Developing Staff

You will be able to demonstrate:

Investment in staff – providing the appropriate resources and opportunities for individual and team development.

Appreciation – recognise the contributions of your team members and acknowledge this.

Manage Diversity – treat individuals with respect and consideration.

Manager Individual and team performance – Provide clear direction and feedback to maximise performance of your service.

Leadership – demonstrate confident leadership skills, setting goals and objectives for your team. You will be able to motivate, inspire, encourage and support your team to do well.

### 2. Business & Financial Management

You will demonstrate commitment to the Council's vision and promote this within your team.

You will demonstrate a clear understanding of, and be focused on, effective financial control and management.

### **3. Managing Change**

You will be able and willing to respond to new work challenges and adapt to new situations, keeping ahead of the business environment changes in order to remain effective, efficient and relevant.

### **4. Focus on Improvements**

You will be able to demonstrate:

Excellent customer service – being responsive, focused on customer needs, operating professionally and with sensitivity.

Innovation and creativity – seeking the best way to deliver services, promoting innovation with the ability to learn and manage the risk to the service and Council.

### **5. Proficient Communication**

You will be able to influence others through effective communication, managing to keep yourself and others informed.

### **6. Shape and Support the priorities of SDC**

Demonstrate an understanding of, and commitment to, the Council and its services.

You will be consistent, accountable and work with integrity.

### **7. Accountability**

Take personal accountability for activities that impact the team, service and Council.

Accept responsibility, demonstrating a positive, focused attitude.