Job Title	Director of Information and Communications Technology (ICT)
Pay Grade	D2
Directorate	Resources
Division	Information and Communications Technology
Reports to	Corporate Director, Resources
Location	Civic Centre

Role Purpose

The Director of Information and Communications Technology will:

- Lead on the development and management of all the council's information and communications technologies.
- Lead on and be responsible for the strategic and general management of the ICT functions and leading the Council's technology strategy.
- Lead on and be responsible for providing professional ICT advice to officers and elected members, as well as the lead for the technology board.
- Lead on and be responsible for the strategic and general management of the ICT division in line with priorities laid out in the Corporate Plan and departmental service plan
- Develop and maintain effective working relationships with all relevant stakeholders both internally (with a client focus for internal departments and members), and externally (with government bodies/contractors/agencies).
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Job Context (Key outputs of team/role)

- Lead on and provide comprehensive input to the Transformation and Digital strategies and in particular working closely with the Director of Transformation and Customer Services to advice on technical aspects of the Transformation Programme.
- Lead and direct the effective development and implementation of the key strategies on relating to the LBH ICT strategy and delivery Plan, and the Information Security Strategy and policies.
- Lead and direct the strategic and general management of the ICT, Information Security, Internet and social media usage policies and Telephony.
- Responsible for the effective management of a total revenue budget in the order of £8m, in 2019/20, a total capital budget in the order of £3m in 2019/20, and manage external contract service providers with annual spend in the region of £20m, including management of four direct reports and approximately 25 ICT staff.
- Manage and direct the Council's ICT department and all relevant external contracts.
- Identify the key ICT Stakeholders and build effective working relationships with internal colleagues / clients across LBH to establish credibility and an appropriate customer focus, with service providers to ensure appropriate performance and improvement.
- Chair the IT Governance Board, and manage all key commercial partnerships for the ICT Partnership and be a member of the Transformation steering group.
- Act as the LBH ICT representative at national and regional events, meetings and working parties and is responsible for developing constructive working relationships with the LGA, London Councils, the WLA and Council's strategic partners.
- Act as lead officer and directly advise relevant Chief Officers, council committees and panels including Cabinet and Scrutiny sub committees and council members on other strategic polices and practices relating to the Division and to access to services across the council.
- Establish ICT standards and key performance analytics and metrics to ensure the HR services can be effectively monitored performance in line with service targets, with particular emphasis on client focus and cost effectiveness.

Generic Duties

- Ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting and enabling equality of opportunity, promoting the diverse needs and aspirations of Harrow's community, ensuring equality and diversity is mainstreamed in all service/directorate activities.
- Ensure compliance with your responsibilities as laid out in the council's health and safety policy and takes an active role in promoting a positive health and safety culture.
- Promote and ensure participation in the Council's individual performance appraisal and development initiatives and information management best practice.
- To motivate, train, develop and performance manage staff to maintain an effective workforce capable of meeting its objectives.
- Develop the structures, systems and policies, necessary to support effective service delivery and to enable "continuous improvement".
- Formulate annual operational plans and budgets for the ICT function/team so that there are clear priorities and appropriate resources are allocated to their achievement.
- Resolve the most complex issues within the professional area(s) managed so that they are resolved effectively and precedents are set for the resolution of similar issues.
- To develop / contribute to longer term (2-3 years) plans for ICT so that they are developed in line with Council and Government priorities and customer requirements.
- Lead and manage the ICT Service so that they are responsive to customer requirements, accessible to all areas of the community, and provide value for money. Where appropriate, and in conjunction with other service providers, to undertake joint planning of service delivery and/or for the closer integration of service provision.
- Prepare monitor and control the ICT service budget to ensure that expenditure is in line with the agreed business plan.
- Manage inter-directorate and inter-agency projects undertaking leadership of multi-disciplinary and multi-agency teams to achieve agreed objectives.
- Ensure compliance with the council's information security policies and maintain confidentiality.
- Promote, develop and maintain effective contacts and relationships with customers, customer representatives, community groups, Council Members and service/operational partners, to facilitate service delivery, performance review and the continuous development of service provision.
- Ensure that capital expenditure, including all projects funded externally, is completed in accordance with agreed schedules.
- Implement, maintain and develop Performance Management Systems to meet Statutory and Corporate reporting requirements.
- Evaluate the environmental impacts of services and take action to minimise these impacts over time.
- Support the operation of local and general elections when requested by the Returning Officer
- Contribute to the overall management and strategy of the Directorate and Division.

Values, Behaviours and Equalities

We want our colleagues to live our values. These values describe what we stand for and how we do things at Harrow whilst inspiring, challenging and guiding us towards the delivery of our organisational ambitions and goals. Our three values are:

Be Courageous, **Do It Together** and **Make It Happen**

These values will also help us to achieve our equalities vision of being a proud, fair & cohesive Harrow, a great place to live, work & visit.

Role Profile Director of ICT - Sept 2019

Main Duties / Accountabilities

1. To play a full, active and constructive part in the work of the Council by leading on key ICT issues which contribute to the development of the Council as a whole.
2. To provide direction, guidance and support to the Council, contributing to ICT innovations on a Council-wide basis and leading organisational change.
3. Support the Corporate Director, the Chief Executive and the Corporate Strategic Board in their regular meetings and overall development of corporate performance culture and people management.
4. To promote a positive image of Harrow externally and represent the Council, where required, at local, regional and national events, meetings and working parties. Develop constructive working relationships with nominated officials from the LGA, London Councils, the WLA, Government departments and Council strategic partners.
5. To represent and otherwise deputise for the Corporate Director, as required.
6. To be responsible for the provision of a comprehensive range of ICT services throughout the authority and to provide the strategic and corporate lead on ICT issues.
7. Develop effective working relationships with the Executive, and Overview and Scrutiny Committees and ensure that the corporate workforce planning and organisational development processes fulfil the Council's objectives and facilitate the appropriate input from both the Executive and Overview and Scrutiny.
8. Direct and advise on the effective development and implementation of the LBH ICT strategy and delivery Plan, and the Information Security Strategies.
9. Develop and implement all internal communication systems including telephony, email, instant messaging and video as appropriate.
10. Lead and direct the strategic and general management of the ICT, Information Security, Internet, social media usage policies and Telephony.
11. To drive forward a programme of change by improving the organisation's effectiveness through the better use of ICT solutions.
12. Develop technology solutions to ensure the council can work with agility and remotely.
13. Develop the ICT networks and service provision within LBH to meet the ICT strategic plans.
14. To establish and implement action to ensure that Harrow has a workforce that represents Harrow's diverse communities at all levels of the organisation.
15. To develop and co-ordinate the Councils' response to changes in legislation, regional and national terms and conditions, professional best practice central and other government initiatives and performance.
16. To ensure that satisfactory arrangements are in place to support all directorates in the provision of advice, guidance and support to managers and staff ensuring that Council policies and practices are applied equitably and consistently, and that the Council's position as an employer is properly protected.
17. To lead and support the Council in identifying and implementing appropriate strategies to ensure quality standards of service delivery and performance.

Selection Criteria - Knowledge, Skills and Experience

Role requirements	Essential	Desirable
Excellent interpersonal skills to build a high degree of credibility and presence to negotiate, influence, inspire confidence and respect, to develop network within and outside of the council.	✔	
Excellent knowledge and experience of implementing a comprehensive and current ICT strategy within a large complex and diverse organisation.	✔	
Up to date knowledge and understanding of best practice modelling as	✔	

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	Essential	Desirable
it relates to ICT services with the issues and challenges affecting the delivery of value for money.		
Significant experience of leading and managing a large ICT Team in a large, diverse and complex organisation	✔	
Exceptional knowledge, insight and experience in the use and application of ICT systems and technologies.	✔	
Excellent written, verbal presentational and communication skills in particular with a wide range of audience from senior leaders to employees across the council.	✔	
Excellent evaluation / analyse modelling and techniques to ensure accurate recommendations on technological solutions.	✔	
Excellent organisational skills to effectively plan and handle workload with conflicting priorities as well as maintaining a balanced customer focus.	✔	
Strong analytical ability with attention to detail, specifically focusing on analysing and interpreting complex statistical data including trends and performance management data, with a view to producing accurate and meaningful reports.	✔	
Clear and robust understanding of the technical and logistical aspects of ICT policies and processes to ensure successful interpretation and resolutions.	✔	
Must have a clear understanding of the diverse nature of Harrow's communities and the implications for services delivered to residents and service users	✔	
Inclusive team worker who can foster partnerships, work collaboratively across teams to achieve desired performance and outcomes in a demanding and pressurised environment independently and as part of a team.	✔	
Ability to carry out duties outside normal working hours as may be necessary including response to emergency situations and the out of hours services	✔	
Ability to work efficiently and effectively in a demanding and pressurised environment independently and as part of a team to contribute to the broader ICT agenda	✔	
Demonstrate ability to build effective working relationships at all levels and across the organisation, with staff, members and the public.	✔	
Resourceful and pragmatic problem-solving skills	✔	
Project management and delivery skills	✔	

Qualifications

Role Requirements.	Job specific examples (if left blank refer to left hand column)	Essential	Desirable
Educated to degree level or equivalent ICT or has the equivalent relevant work experience.		✔	

| Evidence of CPD | | ✔ | |

Other Requirements
The job involves travel for business purposes:

Manager Signature	Employee Signature
Job Title	**Job Title**
Date	**Date**

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