

ROLE PROFILE

Job family	Leadership
Role profile number and grade	LSAD-2270

Role purpose:

Roles at this level are responsible for the specialist leadership and management of a number of closely connected service areas. Roles at this level are likely to manage a wider range and complexity of services than roles at L3 HoS level but, unlike roles at Director and Corporate Director level, will mainly focus on short and medium term service design, delivery and financial plans with statutory responsibility / powers and long term policy direction sitting at the tier above (usually Corporate Director). They will usually have posts up to L4 grade and technical specialist posts reporting in to them.

This grade may also apply to posts which have oversight and responsibility for the delivery of large programmes of work which are delivering significant transformation (internally or externally) and which have large capital budgets and multiple complex streams of work (usually significant programmes or projects in their own right – led by posts at T1 or T2 grade) reporting into them.

Roles at this level are part of the senior leadership team and will provide strategic and operational advice and recommendations to the Corporate Leadership team, Extended Leadership Team and to elected Members as appropriate in respect of the services and functions within their area of responsibility, to achieve the aims and desired outcomes of the Council.

Roles at this level will usually report to a Corporate Director, but in some cases may report to a Director in CLT where there is a requirement for specialist focus on a connected group of high profile services.

Factor	Relevant Job Information
Indicative qualifications	Degree in a subject relevant to the role or able to demonstrate equivalent knowledge, skills and experience. Relevant professional qualification at a post graduate level Licence / certificate / qualification where required for statutory role Management qualification or equivalent experience Programme management qualification or able to demonstrate equivalent knowledge, skills and experience.
Knowledge, skills and experience	Roles at this level require self sufficiency in an area of specialism gained through significant experience of concepts/principles, exposure to a broad range of complex practices within relevant areas of work. They require an authoritative command of operations within a specific professional or technical function. This includes: <ul style="list-style-type: none"> • Expert functional knowledge and/or providing significant advice with impact across the council; • A broad knowledge and understanding of the range of interconnected services or functions and their wider impact across the council; • Proven extensive senior management experience of managing multiple services or professional functions at a strategic level; • Substantial experience in both strategic and operational management within a large and complex organisation; • Substantial understanding of the council's people strategy to ensure effective workforce development in order to achieve service and council wide objectives; • Experience of working in a political environment and managing political challenges related to the direction and management of a range of connected services or functions; • Substantial understanding of local government and the local, regional and national context; • Substantial understanding and experience of delivering services that impact on the local community and partner organisations, and managing challenges to the direction of these services; • Ability to deliver and support successful cultural and organisational change programmes with

	<p>impact across the council;</p> <ul style="list-style-type: none"> • Effectively handling challenging & complex situations which have wide ranging impact and reputational risk for the Council; • Leadership of high profile innovative projects which have wide ranging impact and reputational risk for the Council; • Significant budget management experience across linked council functions.
<p>Accountability for Budget</p>	<p>Roles at this level have a major impact/effect on the overall results of the organisation and Wiltshire communities, encompassing a substantial portion of the organisations' income, expenditure or resources.</p> <p>The nature of the impact of the role is contributory with significant impact and influence on decisions across the council including impact upon Wiltshire communities and partner organisations.</p> <p>Leads across a range of connected functions or programmes made up of multi-disciplined professionals/specialists, or larger teams (30+) with narrower specialist responsibilities or has responsibility for delivering a cross cutting and transformational programme of work with significant capital budget.</p> <p>Delegated budget lead for own functional areas (£1mplus) and has influence on significant expenditure across council and partner services.</p> <p>Impact on whole council gross budget (spend) circa £872 million.</p> <p>Impact on partner organisations budgets</p> <p>County population is around 470K</p>
<p>Problem solving</p>	<p>Roles at this level require thinking/problem solving across a range of connected services or functions or significant programmes of work where only broad functional guidelines/policies and objectives exist. The postholder will be required to establish standards and procedures across multiple areas, interpreting broad/general policies in relation to complex situations that impact upon the whole council. Lead the implementation of required corporate change across a range of interconnected services or across a broad programme of work, with impact across the council and/or partner organisations. Lead on the development and implementation of strategies across a range of connected functions or major programme of work and make a significant contribution to the development of corporate strategies and business plans. Lead on the design, development and implementation of complex solutions which serve the council's vision, goals and core values, involving the application of significant council resources across the council and/or partner services. Maintain the integrity of a range of connected services or across a significant programme of work and embed a culture of continuous improvement, ensuring increased capacity across the council and partner organisations. Ability to make decisions relating to a range of connected services or functions or significant programmes of work that have high risk and impact upon the whole council without reference to a senior manager.</p>
<p>Nature of contacts</p>	<p>Directly or through nominated senior management team, direct and oversee all activities of a range of connected services or functions or significant programmes of work and more widely across the council, Wiltshire communities and partner organisations.</p> <p>Influence, advise and make recommendations to members, chief executive, corporate directors, directors and heads of service and equivalent levels in external bodies, private sector and partner organisations regarding complex situations that have high risk and reputational impact across the council.</p> <p>Work with other public bodies and other relevant partners/organisations to support Wiltshire's communities, through services and activities that address local concerns and that foster social capital and 'resilient communities'</p> <p>To represent the council and co-ordinate policy and practice on a local, regional and national scale</p> <p>Manage relationships with key stakeholders and delivery partners including consultation on complex political / strategic / commercial issues that have high risk and reputational impact across the council, Wiltshire communities and partners</p> <p>Provide service/functional direction, expertise, advice and support often in response to complex issues across the council, Wiltshire communities and partners including external stakeholders and suppliers etc.</p> <p>Sponsor and lead working groups and project teams, likely to be cross service/council/partners or external at a regional or national level.</p> <p>Engage with stakeholders to seek and explore innovative opportunities for collaborative working within and across function, services, Wiltshire communities and/or with partners</p> <p>Establish and lead partnership working with internal / external services / organisations and liaise with national bodies.</p>

	Managing complex situations which can be contentious and have the potential to cause significant reputational issues for the council.
Additional duties	Postholders are required (subject to the provisions of the Working Time Regulations) to work the hours that are necessary to do the job, including evening and weekend work and attendance at meetings out of office hours. This includes being on standby or call out to respond to emergency situations.
Our Identity	Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire. All of us are expected to demonstrate the ten elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working
Health & Safety	To be responsible for managing services in line with the council's health, safety and welfare policies
Equalities	Wiltshire council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity are retained for our records, by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The Council reserves the right to amend this role profile as necessary

ROLE DESCRIPTION

Role description:	Director of ICT
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Role profile family:	Leadership
Number of posts:	1
Role profile number and grade:	LSAD-2270
Service/Team:	ICT
Reports to:	Corporate Director Resources

Job Context

This role leads the daily operations of the ICT disciplines which include Service Delivery, Infrastructure, IT Projects, Enterprise Architecture, IT Business Partnering and Data and Business Information. It's the lead IT role for the organisation that enables IT transformational change. It is accountable for delivering outstanding IT services to front line staff, members and ultimately to residents, communities and businesses of Wiltshire.

The role holder will work with colleagues to shape and deliver service plans that support delivery of the Council's Business Plan. They will also bring a current knowledge and future vision of leveraging information and technology in business model design, business processes re-engineering, products and services development, and support.

As the senior lead for IT, providing strategic policy direction and leadership, operational management and financial control.

Job Purpose

You are expected to:

- Work collaboratively with senior managers to achieve the council's priorities and goals, contributing to the wider strategic long-term development of the Council and the implementation of the Council's business plan.
- Ensure all elements of Our Identity are embedded across your services so that they are focused on making a difference and delivering the best outcomes for our residents.
- Ensure service structures are developed based on customer/resident needs and that services are developed and delivered to meet emerging and revised council priorities and re-defined customer expectations.
- Ensure effective financial and operational management of all services and functions within your areas of responsibility, taking a corporate and joined up approach alongside robust and reliable service financial management.

- Ensure effective partnership and stakeholder relationships across all services and functions within your areas of responsibility.
- Ensure service planning is shaped by and takes into account the council's key strategic plans and manage service performance through the accountability of your senior management team, allocation of resources, management of risks, and strong, inspirational leadership.
- Ensure a whole council approach is taken to corporate parenting.
- Directing the service response in the event of an emergency

Key duties as the Director of ICT:

- Responsible for ensuring the ICT strategy and technology plans are integrated with the business objectives and plans of the Council and that they are designed to ensure better outcomes for the people of Wiltshire and the Council.
- Lead on the design, implementation, development and maintenance of the council's ICT, applications and infrastructures. Identify opportunities to enable technological transformation.
- Collaborate with all stakeholders as the advisor on all technologies involved with the council.
- Responsibility for leading the Council's ICT service and delivering a secure, high performing and reliable service that enables the business to undergo transformation in the ways services are delivered. This includes the different demands made on its workforce (working patterns, flexibility etc) whilst remaining easy to support and manage, easy to use and exploit and remain affordable in terms of ongoing use and in scalability as demand increases or decreases as well as ensuring compliance to legislative changes.

Examples of specific tasks to be undertaken include:

- Develop and lead the IT Service to support current and future operations, assisting the organisation in exploiting digital technology for the benefits of residents, employees and members.
- Sponsor and lead working groups and project teams, likely to be cross service/council.
- Engage with stakeholders to seek and explore innovative opportunities for collaborative working within and across function, services, Wiltshire communities and/or with partners.
- Provide operational leadership, management and development of a high performing ICT service, ensuring that the appropriate workforce skills are retained, recruited or commissioned as needed to meet the strategic goals. Deliver high quality outcomes and service to the people of Wiltshire, to the council, and to partner organisations, elected

officials and other key stakeholders.. This includes

- Motivating and inspiring the IT service to proactively develop innovative solutions to improve outcomes and service, reduce waste and drive unnecessary cost from the ICT and public sector budgets.
 - Horizon scanning to ensure the functions operate within all regulatory, legislative and best practice requirements and that the service is suitably positioned to adapt to and address forthcoming requirements.
- Developing and maintaining one consistent approach to service management and delivery through appropriate and use of appropriate service management methodology.
 - Overall accountability for protecting the council's data assets through the development and enforcement of security policies and protocols, information security standards, ensuring network users are aware and alert to cyber security threats through effective and engaging communications. Overall accountability for managing all information security standards and policies and that external relevant security and control frameworks (e.g. Public Sector Network, IGSOC) are complied with. This includes setting up/updating the policies, frameworks, information security standards in line with regulation and legislation and that the council adheres to the external frameworks.
 - Influence, advise and make recommendations/provide specialist advice on all ICT matters ensuring regular communication channels are developed and maintained.
 - Provide the corporate ownership and responsibility for key IT risks identified with loss of service, security etc and ensure robust risk management/mitigations and reporting is in place. Update risks on the service and corporate risk register as appropriate.
 - Provide the leadership and oversight to ensure that ICT projects are delivered to within agreed timeframes, cost and quality tolerances and that the projects are managed according to corporate programme management standards.
 - Professional credibility to advise on transformational programmes.

Dimensions				
Type of budget	Direct	Indirect	Responsibility	Amount / Cost
Service budget	<input checked="" type="checkbox"/>	<input type="checkbox"/>		£6.97m
Staffing budget	<input checked="" type="checkbox"/>	<input type="checkbox"/>		£4.87m
Council Revenue budget	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Contributory impact on spend	£876m

Dimensions				
Type of budget	Direct	Indirect	Responsibility	Amount / Cost
National performance standards or statutory/legal responsibilities applicable to this role:				
<ul style="list-style-type: none"> • PSN/PSNP • ISO27001 • ISO22301 • ITIL v3 				

Person Specification
<p>Specific qualifications, knowledge, and skills required for this role:</p> <ul style="list-style-type: none"> • Degree in a subject relevant to Information Technology and/or equivalent extensive experience, skills and knowledge gained within an ICT environment. • A proven track record of managing ICT within a large, complex, multi-site organisation (circa 4,000 end users) which delivers a wider range of high profile and highly regulated services across a wide geographic area and across sectors and within commercial frameworks. • Expert understanding of current legislation and regulatory context in respect of IT Security and governance. • Experience in shaping and leading efficient and effective ICT frameworks. This includes setting up and implementing new innovative IT projects that achieve desired outcomes and have a wide-ranging impact/reputational risk for the council. • leadership skills able to demonstrate experience of effective risk management within a large and complex organisation. • Demonstrative experience in leading, motivating and developing IT teams operating from multiple locations to enable and achieve agreed outcomes. • Demonstrates professional credibility at all levels, especially with senior managers and political leaders; is able to build key stakeholder support and rapport in the council and with other partners including managing political challenges to the direction of the function or services. • Excellent communication and presentation skills including negotiating and influencing strategically as well as operationally to achieve desired outcomes. • Substantial understanding of the council's people strategy to ensure effective workforce

development in order to achieve service and council wide objectives.

- Ability to deliver and support successful cultural and organisational change programmes with impact across the council.

Desirable:

- Significant experience of local government, central government or similar quasi-government body within the ICT sector.
- PRINCE 2 qualified or other project/programme management qualification experience of Agile delivery as well as 'Product Management' methodologies.

Supporting information

Driving classification

<p>Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.</p>	<input type="checkbox"/>
<p>Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p> <p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence, and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party	<input checked="" type="checkbox"/>
This role is not politically restricted	<input type="checkbox"/>

Professional fees and related occupational costs

As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in ‘regulated activity’ providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed ‘secret’).	<input checked="" type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 3* (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable	<input checked="" type="checkbox"/>



adults protection procedures will be followed.	
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