

ROLE PROFILE

Role purpose:

Job family	Leadership	Role profile number and grade	LSL2- 1831
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Roles at this level are responsible for the corporate management of a range of major council services or a significant statutory function (with delegated powers), providing strategic policy direction and leadership, operational management and financial control.
Will support the Cabinet and Corporate Leadership Team, to achieve the aims and desired outcomes of the Council.

Factor	Relevant Job Information
Indicative qualifications	<p>Degree in a subject relevant to the role or able to demonstrate equivalent knowledge, skills and experience.</p> <p>Relevant professional qualification at a post graduate level</p> <p>Licence / certificate / qualification where required for statutory role</p> <p>Management qualification or equivalent experience</p> <p>Programme management qualification or able to demonstrate equivalent knowledge, skills and experience</p>
Knowledge, skills and experience	<p>Roles at this level require self-sufficiency in a technical or specialised field gained through wide experience of concepts/principles, wide exposure to complex practices and authoritative command of operations and functions. This includes:</p> <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 services impacted by the service/function and across the council • Proven extensive senior management experience of managing a range of services and functions at a corporate strategic level • Substantial experience in both strategic and operational management across a range of services and functions within a large and complex organization • 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 to the direction of the function or services. • 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 impact across the council • 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 a range of services and functions.
Accountability for Budget	<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 in advising or facilitating services for use by senior management in taking decisions across the council including impacting upon Wiltshire communities and partner organisations.</p> <p>Leads a senior management team across a range of service areas and functions, each responsible for significant resources and operational/strategic delivery.</p> <p>Delegated budget lead to monitor and control the budget of significant council service(s), a range of major functions or a statutory function.</p> <p>Will have influence on significant expenditure across council, partner services and Wiltshire communities</p> <p>Impact on whole council gross budget (spend) circa £872 million</p>

	Impact on partner organisations budgets and the economy of Wiltshire County population is around 470K
Problem solving	<p>Roles at this level will be responsible for setting major functional policies and/or determining the direction and overall shape of a major function or range of services. Through the senior management team will influence the development of major policies that impact across the whole of the council, and on Wiltshire communities and partner organisations.</p> <p>Directs/sets the direction through senior management the implementation of required corporate change in the service/functional area, across the council, Wiltshire communities and/or partner organisations</p> <p>Directs/sets the direction of the development and implementation of service/function strategies and make a significant contribution to the development of corporate strategies and business plans</p> <p>Sets the direction for the design, development and implementation of complex solutions within the identified area which serve the council's vision, goals and core values, involving the application of significant council resources across the council, Wiltshire communities and/or partner services</p> <p>Sets new standards for innovation in the commissioning and delivery of services</p> <p>Maintain the integrity of the service/function and culture of continuous improvement, ensuring increased functional capacity across the council and partner organisations.</p> <p>Pro-actively identifying corporate, and service risks, and ensure action is taken to mitigate these</p>
Nature of contacts	<p>Directly or through nominated senior management team, direct and oversee all activities of the services and functions, and more widely across the council, Wiltshire communities and partner organisations.</p> <p>Influence, advise and make recommendations to members, chief executive officers, directors, 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> <p>Managing complex situations which can be contentious and have the potential to cause significant reputational issues for the council.</p>
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.
Behaviours framework	The postholder will have the opportunity in this role to demonstrate all the aspirational behaviours in the framework. Please refer to Behaviours Framework for a full list of the behaviours required.
Skill profile	To be demonstrating level 3 "expert" across all three skill areas of communication & customer service; performance through people; and personal effectiveness.
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 ICT, Digital and Organisational Innovation
Role profile family:	Leadership
Number of posts:	1
Role profile number and grade:	LSL2-1831
Service/Team:	ICT, Digital and Organisational Innovation
Reports to:	Chief Executive Officer-People and Chief Executive Officer-Place

Job Context

Directors are responsible for the corporate management of a range of major council services or a statutory function, providing strategic policy direction and leadership, operational management and financial control. They support the Cabinet and Corporate Leadership Team, to achieve the aims and desired outcomes of the Council, Wiltshire community and partners.

Job Purpose

As a director you are expected to:

- Work jointly with chief executive officers and other directors to achieve the council's priorities and goals;
- Develop effective partnership and collaborative working in order to achieve the council's vision;
- Manage service performance through the accountability of your senior management team, allocation of resources, management of risks, and strong, inspirational leadership;
- Develop an innovative and commercial approach across the council and within your specific service areas;
- Lead continuous improvement and transformation of your services using systems thinking or other evidence based principles around customer/client purpose;
- Take joint responsibility as part of the leadership team for delivering the whole council budget and savings, taking a corporate and joined up approach alongside robust and reliable service financial management.

Key duties include:

- Develop relationships both internally and externally to maximise opportunities for collaboration and integration;
- Ensure service planning is shaped by and takes into account the council's key strategic plans.
- Provide advice and recommendations to the wider corporate leadership team and elected Members on significant policy decisions or complex and contentious matters within your service areas and areas of expertise.
- Contribute to the corporate management of the strategic risks facing the council;
- Represent the council at regional/national level within your services areas and areas of expertise;
- Promote and exemplify robust decision making which is open, inclusive, flexible and responsive;
- Grow an outstanding workforce with a can-do attitude, supported through clear career paths

and development linked with robust talent and performance management;

- Embed a culture that places customers first, adopts a can-do approach and focuses on good outcomes in our communities;
- Drive the council's staff engagement culture and demonstrate the behaviours expected across the organisation;
- Ensure a whole council approach is taken to corporate parenting.

As the Director ICT, Digital and Organisational Innovation

- Set and share the council's digital, data and technology vision and lead development of the council's digital platforms.
- Develop strategic plans and set timelines for evaluation, development, and deployment of all IT and digital technological, web, and mobile services.
- Identify opportunities for and deliver technological transformation and ensure alignment between wider organisational transformation and digital solutions.
- Ensure technology standards and best practices are met.
- Study current and new industry trends and technologies, making these relevant and accessible across the organisation and a core part of all transformation and innovation work.
- Ensure alignment between digital transformation and the move to an outcome-based planning approach to data, insight and performance.
- Bring together and build on existing approaches of systems leadership and programme management to create a wholistic approach to organisational change and transformation.
- Ensuring all change is aligned with digital solutions and that all change support work is seamlessly linked up and integrated working with relevant directors, heads of service and stakeholders across the council and wider partnership.

Service areas which are the responsibility for this post are:

Information Technology

- Lead on the design, implementation, development and maintenance of the council's ICT, applications and infrastructures.
- 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.

Digital Transformation

- Oversight of delivery of the digital transformation, driving the digital programme forward with pace to ensure realisation of the benefits outlined within the strategy.
- Ensuring a wholistic approach to technical solution development and end to end process review across all transformation programmes, working closely with the Director of HR&OD to ensure staff engagement, buy in and skills development.

Business Intelligence

- Supporting the council to move towards an outcome-based business planning approach, using data, insight and analysis to support effective performance measurement.
- Oversight of the development of the council's business intelligence team and the move to a central performance team and aligned performance teams within directorates.

Organisational Innovation (Systems Thinking and Programme support)

- Provide effective, integrated support in relation to organisational change, improvement and transformation, ensuring alignment with digital solutions and cultural change work.
- Deliver programme and project management to ensure a coordinated programme of change is achieved for all service and corporate programmes & projects across the council and its partnerships, using common processes, formats, methods and communications.
- Build on the current systems thinking approach, with a focus on a development of a culture of customer focus, collaboration, evidence-based decision-making and value orientation both within the council and across the wider partnership.

Dimensions				
Type of budget	Direct	Indirect	Responsibility	Amount / Cost
Operational Budgets	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Service direct budget	
Council net budget	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Contributory impact on spend	£344m
Staffing			Employees directly managed will be senior management teams each responsible for significant resources and operational/strategic service delivery	
National performance standards or statutory/legal responsibilities applicable to this role:				

Person Specification
<p>Specific qualifications, knowledge, and skills required for this role:</p> <ul style="list-style-type: none"> • Degree in information technology, computer science, or related field; Master’s degree in information technology or a technology-related discipline preferred • Evidence of post qualification personal and professional continued development • Experience with technology relative to this role • Substantial experience of managing similar services within a large and diverse organisation • Solid experience of managing and delivering programme of technological transformation

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 (with no more than 6 penalty points) 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 a reasonable adjustment has been agreed.</p>	<input checked="" type="checkbox"/>
<p>Required Driver Must hold a valid UK driving licence (with no more than 3 penalty points) and will drive a vehicle supplied by the Council in order to undertake the duties of the role.</p>	<input type="checkbox"/>
Employees should refer to the Corporate Driving at Work policy for further information.	

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 an MEP, 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	
<p>For all roles within Children's Services. 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 adults protection procedures will be followed.</p>	<input type="checkbox"/>
<p>For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults' procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council's agreed interagency safeguarding adults' procedures will be followed, alongside implementation of the council's disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.</p>	<input type="checkbox"/>
<p>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 adults protection procedures will be followed.</p>	<input checked="" type="checkbox"/>