

**Job Description**

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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **HEAD OF Technology** |
| **Grade** | **Senior Head of Service Grade O** |
| **Primary Purpose of Job** | The role is responsible for the Technology function and staffing, as well as senior management responsibility for technology services provided by third parties. The role is responsible for improving the current Technology architecture, optimising business operations and setting the direction and approach for integrated solutions. The role defines the enterprise architecture models and strategic direction, which ensures that all technical solutions are integrated into the current and future business needs. |
| **Reporting To** | Deputy Director, Corporate Resources |
| **Direct Staffing Reports** | 20-50 staff as assigned |

**Main Duties**

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| **1** | Create and maintain the Council’s long-term (5+ years) Technology Roadmap, in alignment with inputs from a range of stakeholders, including the Council’s Vision and Corporate Plan, Council senior leadership and delivery teams, core Technology requirements, Digital Strategy, and industry requirements and trends. | |
| **2** | Lead and oversee all aspects of Technology for the Council, from strategy to delivery, always ensuring this is in alignment with the Council’s short- and long-term objectives, including oversight of core operations, service delivery potentially via a contracted third party partner, cyber security, and Technology change management. | |
| **3** | Install, maintain and improve technology and practices that provide the tools for the Council efficiently and effectively to store data and that lend themselves to the provision of intelligence and performance management. E.g., Data Warehouse technology and its usage. | |
| **4** | Provide senior leadership to the Technology team, to create a culture that enables individuals to work together to achieve performance goals and deliver on key objectives. Involves ensuring that resources are inspired and directed to deliver change and maximise impact. | |
| **5** | Create and maintain leadership and governance overall to all Technology units and roles across the Council, to develop and leverage a single Council approach to the management of technology strategy and delivery. | |
| **6** | Lead in the development of the Council’s vision and strategy for Technology services and to the development of detailed proposals and business cases for their delivery, as outlined within the Digital Strategy. | |
| **7** | Provide strategic technical advice and guidance to Members, Chief Officers and Senior Management on all aspects of Technology as required and aligned to the Technology Roadmap and the Technology Strategy. | |
| **8** | Manage relationships with key stakeholders across the Council, the IT Service Delivery Provider, and other partners, proactively engaging with and managing the expectations of nominated business team stakeholders. | |
| **9** | Understand the national and regional agenda for Technology in the public sector and to engage with relevant local, regional, and national bodies to ensure the Council keeps pace with best practice, can take advantage of opportunities for collaboration and partnership working, maintaining a keen awareness of the technology marketplace and opportunities to use new technology to improve services. | |
| **10** | Oversee the development of Technology security policy, procedures and operational practices, developing and ensuring that appropriate Council Technology policies and decisions are communicated consistently and effectively. | |
| **11** | Engage in contractual negotiation with Technology suppliers, representing the Council, and on behalf of our customers, developing processes to ensure that there is robust contract monitoring and performance management within the Technology team, including processes for ensuring that remedial action is taken to address deficiencies in service provision. | |
| **12** | Hold responsibility for the Technology function’s financial management, both revenue and capital expenditure, to ensure maximum value for money, including exploiting any opportunities to generate additional funding and income, preventing overspend, and achieving cost reduction and avoidance where possible. Involves managing significant budgets, e.g. >£7m p.a. for third party service provision, and in the region of £2m to £3m for key projects. | |
| **13** | Hold overall ownership of the function’s Disaster Recovery and Business Continuity Plan, providing oversight of the development and testing of plans, in order to maintain appropriate provisions to meet any relevant Civil Contingencies responsibilities. | |
| **14** | Operate appropriate internal controls to protect the Technology function and the Council, ensuring strong audit outcomes, including annual PSN compliance, Cyber Essentials accreditation and robust financial management of all Technology contracts and internal budgets. | |
| **Date Job Description prepared/updated:** | | **June 2024** |
| **Job Description prepared by:** | | **Deputy Director, Corporate Resources** |

**Person Specification**

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| **Department** | | | **CHIEF EXECUTIVE’S** | | | |
| **Job Title** | | | **HEAD OF Technology** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](#) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
| 1. | Ability to establish and manage a Technology enterprise architecture function or capability within an organisation. | | | | | Application Form/Interview |
| 2. | A solid understanding of how enterprise architecture activities relate to programme/project management and business change. | | | | | Interview |
| 3. | Good general consulting skills (structured thinking, effective report writing and presentations, and strong stakeholder engagement). | | | | | Interview/Assessment |
| 4. | Able to provide advice that has measurable bearing on the effective use of Technology in a large organisation. | | | | | Interview |
| 5. | Excellent stakeholder management with focus on nurturing and developing strong relationships. | | | | | Interview |
| 6. | Proven ability of managing large and complex outsourced service delivery contracts. | | | | | Application Form/Interview |
| 7. | Knowledge of Local Authority culture, procedures and systems including the political environment. | | | | | Application Form/Interview |
| 8. | Understanding of the importance of a strategic approach to Technology service delivery. | | | | | Interview/Assessment |
| 9. | **Competencies** – Please note the Council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section. | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Experience at a senior level of providing Technology services to clients for over 3 years. | | | Application Form/Interview | |
| 2. | | Proven leader/manager of multi-disciplined Technology teams with experience of managing internal and outsourced ICT services in a senior management position. | | | Application Form/Interview | |
| 3. | | Experience of information systems design and delivery, applying engineering through enterprise architecture development methods and tools as appropriate. | | | Interview | |
| 4. | | Experience of undertaking a senior supplier role, managing project managers, to ensure the appropriate scope, standards and controls are followed. | | | Interview | |
| 5. | | Experience of defining the strategic approach to the latest technology trends such as Cloud, Internet of Things, Cyber Security, AI, Big Data and digital service design and delivery. | | | Interview | |
| 6. | | Experience of Account/Relationship/Contract management of an outsourced ICT service. | | | Application Form/Interview | |
| 7. | | Experience leading on the adoption of enterprise architecture frameworks such as ISO42010, TOGAF, Zachman and the ITIL service architecture frameworks. | | | Interview | |
| 8. | | Relevant degree, or equivalent professional management, or ICT qualification. | | | Application Form/Certificate | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services. | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | | Interview | |
| 10. | | **Applicable to all roles Grade N and above:** Bolton Council is committed to providing robust Civil Contingencies planning and response arrangements. You will be required to join the Tactical Officer rota. This will involve working outside of routine working hours on a rota basis. | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | PRINCE Project Management Methodology experience and/or structured project management experience.  Management qualification – NVQ level 3 or equivalent. | | | | | Interview/Certificate |

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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





