



Hyndburn
Borough Council

Make
a
difference

Work for your
local council



Candidate Information Pack

Digital Infrastructure Manager

Scale 9 (SCP 28-31)

37 Hours per week

Our Organisation

We are the local district Council for the Borough of Hyndburn, in East Lancashire. Our main offices are in Accrington and we also cover the townships of Oswaldtwistle, Great Harwood, Clayton-le-Moors and Rishton. We provide a range of essential services such as refuse collection, environmental protection, maintaining parks and open spaces, Licensing, administering some key benefits and much more.

As well as a number of towns, we have large areas of outstanding open space to explore, including our wonderful parks and 3 local nature reserves. We're home to the famous Accrington Stanley football club, our NORI bricks helped build the Empire State Building and our Council-run Haworth Art Gallery has the largest collection of Tiffany Glass in Europe.

We face many challenges as a borough, predominantly linked to deep-seated inequalities in health and deprivation. You will join us at an exciting time, as we look to progress our recently adopted corporate strategy. This focuses on sustainable growth in both housing and employment, as well as on our environment and climate change. We have an ambitious transformational agenda, as evidenced by our current Levelling Up programme which is regenerating our main town centre.

The ICT department is a key driver of digital transformation within the authority, driving innovation to build a smarter more connected community. It oversees the management and security of our technology infrastructure, ensuring reliable and efficient operation of both internal and public facing services. Our team provides essential technical support, quickly resolves issues, and streamlines processes. By using cutting edge solutions, we aim to improve accessibility, transparency, and overall efficiency for the benefit of our community.

Our Values

Our future success will depend on the professionalism and dedication of our staff, as well as how we work collaboratively with partners and stakeholders. We aim for a supportive, friendly working culture and strive to recruit people whose values align to our own.

Customer Focus

We will make best use of our resources to support the delivery of excellent services to our customers. We will treat each customer as a valued individual and show sensitivity to their needs and differences.

Integrity

We will always try to do the right thing. We will act and communicate honestly and openly, honour our commitments and be accountable for our actions.

Positive Attitude

We will be proactive and optimistic in finding solutions to challenges, open to improved ways of working and to updating our knowledge and skills to meet these changes.

Teamwork

We promote a friendly and supportive working environment. We will work together across teams, services and with partners to achieve the objectives of the Council and the best outcomes for our customers.

The Role

You will lead the development, security and resilience of the Council's digital infrastructure. This is a key leadership role within our Digital & ICT Service, with responsibility for networks, servers and cloud-based services that support critical front and back-office operations. You will play a pivotal role in modernising our infrastructure, managing the transition to cloud services, and ensuring high availability, performance and security across the organisation.

The full job description and person specification is included within this document, and includes the following as primary objectives:

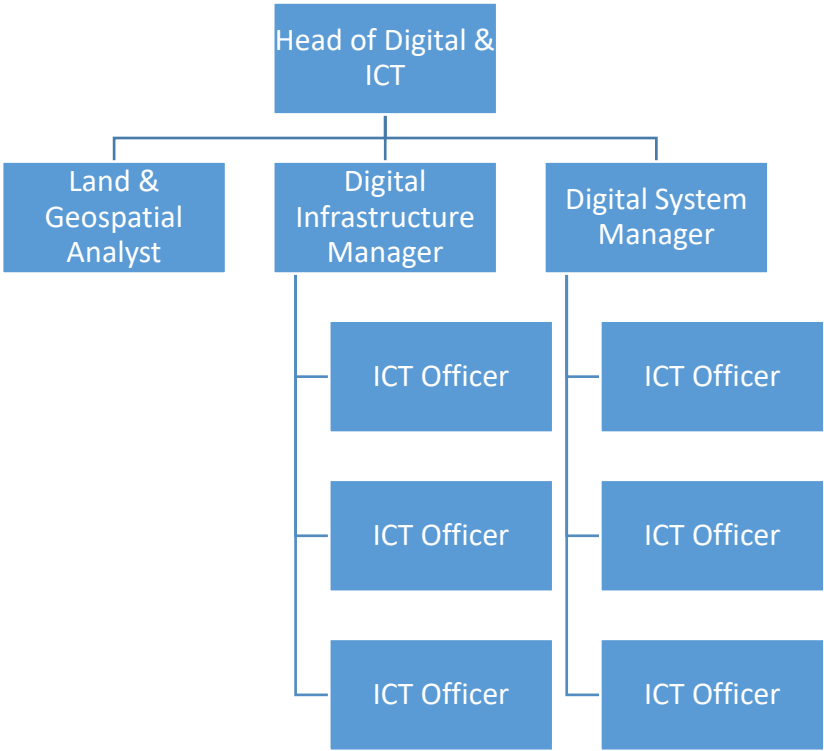
- Lead the design, maintenance and development of the Council's network and server infrastructure
- Manage the migration of on-premise services to cloud based environments
- Ensure systems are secure, resilient and compliant with GDPR and PCI requirements
- Lead and deliver technical and corporate ICT projects from inception to completion
- Provide expert technical advice and problem-solving support across the organisation
- Manage, mentor and develop network and technical staff
- Contribute to business continuity planning and risk management
- Work collaboratively with colleagues, suppliers and external partners

Our ideal candidate will bring:

- Experience of designing, implementing and maintaining ICT networks
- Experience of cloud migration and infrastructure modernisation
- Strong knowledge of cyber security and risk management
- Proven ability to manage projects and deliver under pressure
- Experience of supervising and developing staff
- Excellent communication skills and a customer focused approach

If you have the right experience and can demonstrate that your skills and experience match these requirements, we would love to hear from you.

Staffing Structure



Your Salary and Benefits

Salary

- Grade 9 - £40,444 - £43,149 per annum
- Car User Allowance £2,850 per annum

Hours of Work

37 Hours per week Monday-Friday with flexible working

Leave entitlement

Your leave allowance starts at 24 days, with an extra 2 days after working at Hyndburn for a year, as well as an extra 5 days when you have 5 years continuous local government service.

This is in addition to public holidays and a 3 day closure around Christmas / New Year period plus one additional day of leave to be taken on a set date around this period.

Pension

We will enrol you into the Local Government Pension Scheme on commencing employment. This is a "career average" scheme, which means you will build up benefits based on your pay each year. Your contributions depend on the level of your pay. We will also make employer contributions.

Supportive Working Arrangements

We genuinely support flexible working practices to help you strike a good balance between your work life and your personal life. We have agreed a Smart Working Strategy which supports hybrid working, meaning you will have the opportunity to work from home for part of the week. We have a confidential 24/7 Employee Assistance Programme which can support you and household members through difficult patches, including counselling support.

Learning and Development

We will support and encourage you to keep developing your skills and professional knowledge. We'll fund relevant training and provide in-house opportunities, including through the "Hyve", our access anywhere e-learning platform.

Diversity and Inclusion

We value diversity and inclusion. We know we can't stand still on this; we try to keep improving. We want all our staff to feel valued and respected and to see this as a great place to work. We'd love our workforce to better reflect the communities we serve. We welcome applications from candidates from under-represented groups, including people with disabilities or from ethnic minorities.

We offer a guaranteed interview to anyone with a disability who can show they meet the essential criteria - we'll ask you to indicate on the application form if this applies.

Other Benefits

Other benefits include free car parking, a leave purchase scheme, reduced leisure membership, credit union, access to discounts, health cash plan, access to physiotherapy / osteopathy treatment, and death in service benefit (separate from the pension scheme).

How to Apply

Take a look at the job description and person specification. To apply for the role, please complete our application form via the Jobs section of our website:

[Working at the Council – Hyndburn Borough Council](#)

The form includes space for a supporting statement where you should explain how you meet the requirements listed on the job description and person specification. You should demonstrate how your skills, qualities and experience meet the requirements of the job (as described in the job advert and candidate pack). And instead of simply telling us, show us: use real life examples of where you've used a certain skill or how you've practically applied your experience. This supporting statement is a really important part of the selection process so make sure you keep your statement **relevant** and **concise**. Think about what we need to know about you and what you'd bring to the role and our organisation.

Hyndburn Borough Council values honesty and integrity and expects all candidates to share these values. Please ensure that all the examples you use in support of your application are representative of your own experience. For more information, please see our [Guidance on using Artificial Intelligence in job applications](#).

Equality Monitoring Questions

We're committed to improving our workplace representation so we reflect the diverse communities we serve and we'd really appreciate it if you could tell us about certain equality characteristics on your application form. This information will not be shared with the people making decisions on shortlisting or who to appoint. This will help us assess whether there may be any barriers to people applying or being successful in their application, based on equality characteristics.

Submitting your application

Once you've filled out and completed everything, you'll be prompted to submit your application. Simply click the button and you're done. If, at any stage, you have questions or problems, please contact HR at recruit@hyndburnbc.gov.uk

We'll normally get back to you within a couple of weeks at the most if you've been shortlisted for interview.

Good luck!

Hyndburn Borough Council

Job Description

Job Title:	Digital Infrastructure Manager
Post No.:	FS144
Service:	Digital & ICT
Agreement:	NJC For Local Government Services
Range:	Grade 9 SCP 28-31
Other:	Casual Car User Allowance

Organisational Relationships:

Reports to:	Head of Digital and ICT
Supervises:	Network Engineers
Coordinates with:	Senior and Middle Managers, Software Companies, Members, Banking Industry, other managers within the Service, colleagues within the Council and representatives of other external organisations.
Customer Focus:	As a public servant any duties of the post which require contact with or provision of service to the Authority's customers shall be carried out in a courteous, helpful and professional manner in line with the Customer Care Policy adopted by the Council.

Primary Objective(s):

- Lead the maintenance and development of the council's networks;
- Contribute to the delivery of a high quality service across the organisation;
- To manage the transfer of network services to a cloud-based environment;
- Ensure compliance with statutory legislation and in accordance with the Council's Corporate Priorities;
- To problem solve, assess possible risks and implement contingency plans to avoid downtime of systems for front and back office;
- To contribute to the management of the department as part of the Digital and Corporate Systems team.

Main Duties & Responsibilities:

1. To provide a high level of technical knowledge and expertise to support the design, implementation and development of the Council's network and servers, ensuring they are fit for purpose and meet organisational and customer needs;

2. To lead on specific Digital and Corporate Systems projects including project management methodologies and benefits realisation;
3. To advise on changes and improvements to maximise the security of the Council's network;
4. To maintain performance targets and SLAs;
5. To develop procedures, maintain documentation and carry out scheduled monitoring, maintenance and security tasks;
6. To mentor junior staff and support their development;
7. To support Council meetings, where required, which can occur outside of normal working hours;
8. Work alongside the Corporate Systems Manager to assess supplier proposals for new or enhanced systems against individual service and corporate compliance requirements;
9. In collaboration with the Head of Digital and Corporate Systems, ensure business continuity planning in terms of systems and technical support services;
10. To ensure all systems are operating at optimum levels and continue to monitor output and processes;
11. To ensure maximum efficiency and value for money;
12. To coordinate with the Corporate Systems Manager and agree timetables and plans for software upgrades;
13. Represent the Service at working parties and other meetings in relation to technical and systems matters;
14. To liaise with colleagues to ensure adequate delivery of Digital and Corporate services and maintenance of hardware and associated equipment;
15. Ensure that deployed systems are in compliance with General Data Protection Regulations (GDPR) and Payment Card Industry (PCI) regulations;
16. Prepare an annual Business Plan to feed into the service Business Plan and ensure that all projects and timescales are observed in order to meet all deadlines;
17. Promote a culture of partnership working and stakeholder involvement and look for opportunities for joint working with partners and other service areas;
18. To attend training sessions and seminars to keep abreast of all legislation in order to provide accurate advice and services in specialist areas;
19. Supervise staff and carry out daily duties in terms of the staffing rota, return to work, and TOIL approval;
20. To monitor and evaluate Health and Safety regulations and to comply with Health and Safety policies and laws;
21. To undertake the duties commensurate to the grade as required by the Head of Service;
22. To deal with colleagues openly and fairly at all times and support mutual respect within teams;
23. To operate in accordance with Council priorities and compliance relating to Health and Safety, Equal Opportunities and Customer Care.

In order to ensure that job descriptions are kept up to date, all employees are given the opportunity to regularly review their roles through the Authority's Performance & Development Reviews (PDR). Staff are therefore required to take a reasonable and flexible approach to changes arising from working practices or changing workloads.

Equality Act 2010 - *Where appropriate the duties may be reviewed where an applicant is a disabled person, or an existing employee becomes unable to carry out the full range of duties due to a disability*

Hyndburn Borough Council is committed to encouraging and supporting employees to achieve a Level 2 qualification in English and Maths.

Person Specification

Job Title: Digital Infrastructure Manager			
Criteria are measured using 4 different sources: Application Form (A), Interview (I), Test (T), References (R)			
Job Criteria (Based on Job Description)	Essential	Desirable	Measured by
Qualifications: - Information Technology Qualification (Level 3 or equivalent) - Supervisory management qualification (or willing to work towards) (Level 3 or equivalent) - GCSE Grade C or above in English and Mathematics, or equivalent	✓ ✓ ✓		A/I A/I A/I
Experience: - Experience in the operation and administration of multi-user computer systems; - Excellent understanding of digital technologies and experience of identifying, sourcing and delivering new technologies to improve customer experience and drive growth; - Experience in designing, implementing and maintaining ICT networks; - Experience of prioritising, managing, and delivering key projects to tight deadlines whilst operating in a pressurised environment; - Experience of the management of IT projects from inception to successful completion; - Experience in the management, supervision and training of staff - Experience of Cyber security and network security management; - Experience of migrating on-premise solutions to a cloud environment.	✓ ✓ ✓ ✓ ✓ ✓ ✓	 ✓ 	A/I A/I A/I A/I A/I A/I A/I A/I
Knowledge/Skills/Abilities: - The ability to develop and maintain computer networks to deliver services; - The ability to write clear and concise reports for a high-level audience; - The ability to communicate effectively with people at all levels and with members of the public in a professional and clear way; - The ability to read, produce and understand statistical information and to be able to interpret and explain this information to others clearly; - The ability to prepare and present clear and professional presentations and training materials; - The ability to use Microsoft products to their full potential;	✓ ✓ ✓ ✓	 ✓ ✓	A/I A/I A/I A/I A/I A/I

• The ability to work flexibly to effectively time manage projects and duties in order to meet all competing deadlines;	✓		A/I
• An understanding of local government services;	✓		A/I
• The ability to handle sensitive and confidential information professionally, discreetly and within the law;	✓		A/I
• The ability to reengineer business processes so that flexible and streamlined services are delivered;		✓	A/I
• Knowledge and understanding of security and risk associated with IT systems.	✓		A/I
Additional Requirements:			
• Regular and Reliable Service, (the Council does not wish to employ individuals who have a poor history of attendance at work, where there is no underlying medical reason for the absence).	✓		R
• A commitment to customer care and equal opportunities and an understanding of how to put these into practice.	✓		A/I
• Commitment to the principles of local democracy.	✓		A/I
Other:			
• A Flexible Approach to duties	✓		A/I
• Commitment to customer focused services.	✓		A/I
• Commitment to training and expanding knowledge of Council services.	✓		A/I
• Commitment to continuous services improvements.	✓		A/I
• Flexible approach to working hours including some out of hours working and occasional attendance at evening meetings.	✓		A/I

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