

Corporate Services - Portfolio Lead

Service	Reporting to	Location	Grade
Digital, Data and Technology	Head of Digital & Data	Swinton Civic Centre	5A

About the role

- To support the City Council and other customers to achieve their overall objectives by the provision of ICT advice and support.
- To support the Digital and Data Lead in the delivery of the digital strategy.
- Regular updates/meetings with the Technical Design Authority.
- Build and maintain teams, ensuring they are motivated, collaborating and working well.
- Identify obstacles and help the team to overcome them.
- To prioritise workloads, respond to customer requests constantly improving the customer experience and driving customer loyalty.
- Focus the team on what is most important to the delivery of products and services.
- Coach and mentor both team members and others to apply the most appropriate agile and lean tools and techniques.
- Proactively implement improvements and efficiencies to existing services.
- Own and build relationships with the technical teams, product owners, senior stakeholders, management and third part suppliers, utilising effective and appropriate governance mechanisms. Managing complex team dynamics between external and internal stakeholder groups to ensure the team is aligned to and understand the same objectives.
- Support the product owners to define and build the digital delivery roadmap around the use of data and translate into an achievable backlog.
- Design, facilitate and lead workshops and meetings with a variety of stakeholders, driving outcomes (specifically around the exploitation of data) and establishing the pace of delivery.
- Manage risks, issues and dependencies (external and internal) and help resolve escalations.
- Lead the pace of delivery across projects and programmes, taking responsibility for key blockers until they are resolved and guiding other managers of the delivery community to help effective service delivery.
- Delivering a high standard of service.
- To provide positive leadership and direction for the service ensuring that all staff are engaged and involved.
- Analyse budgetary information to inform the budget setting process and ensure adequate control over spend and identify and alert the Digital and Data Lead to resourcing issues and suggest potential solutions

Key outcomes

- Encourage and facilitate continuous service improvement of the delivery team.
- Develop business cases and communicate with appropriate stakeholders.
- Optimise the delivery flow of teams.
- Manage, build and maintain teams, ensuring they are motivated, collaborating and working well.
- Coaching the organisation to analyse and adapt processes.
- To manage the team in accordance of agreed standards ensuring relevant performance targets are set and achieved.
- Define and Develop SLAs with businesses and ensure implementation and compliance.
- Design and develop KPIs and ensure compliance with KPIs.
- Engaging with the procurement process and legal team for supplier engagement to achieve the best value.

What we need from you

- Values based: models and demonstrates our values and leadership behaviours
- Communicate with a wide range of internal external stakeholders, tailoring messages to ensure they are right for the audience.
- Experience of managing projects and programmes in an agile environment
- Experience of delivering software solutions.
- Experience of managing a live service.
- Experience of leading a delivery team.
- Experience of coaching, mentoring and leading teams. Creating/tailoring new way of working and always being innovative.
- Ability to analyse and challenge processes to diagnose problems and identify areas for improvement
- Knowledge of ICT procedures and policies
- Provision of informed feedback to assess and promote understanding
- Mediate and mend relationships, communicating with internal and external stakeholders at all levels.
- Analyse budgetary information to inform the budget setting process and ensure adequate control over spend and identify and alert Digital and Data
- lead to resourcing issues and suggest potential solutions.
- Excellent communication skills.
- Be able to identify and challenge organisational processes.
- Be able to actively manage the most complicated risks, issues and dependencies.

What we can offer you

Your ongoing professional development and success in your role is important to us, and that is why we provide a variety of learning and development opportunities. Within the sections below you will find development options tailored to you which will enable you to further develop your existing skills and learn new ones at a pace that suits you best. If you are joining us now, your development will form part of ongoing discussions with your manager. If you are an existing employee, you should use your Personal Development Reviews to discuss your development with your manager and create your development journey. It's important you also take full advantage of any informal learning available to you during the course of your work.

Developing your leadership skills

We want to equip our leaders with the knowledge, skills and behaviours outlined in our #LeadingSalford programme. Our aim is to support you to lead highly engaged, motivated teams in today's rapidly changing environment. This will be achieved through a range of bite-size Master Classes designed to help you meet the expectations that we have of our Salford leaders. In addition to the core Master Classes, we also provide accredited leadership programmes which let you build on your experience, learn about emerging approaches, and further develop your leadership practice.

Online learning

Develop your knowledge across a wide range of areas through our Me-Learning platform, with over 200 free courses to choose from. To have the best possible start and comply with current legislation, you must complete the following modules: Welcome to Salford, Health and Safety in the Office, GDPR, Equality Essentials, and Safeguarding Children and Adults. You may also benefit from a variety of courses in categories such as Business Skills, IT and Project Management which are available to learn at your own convenience and pace.

Professional Development

Gain role specific skills and time to learn through a wide range of development opportunities. Learn whilst working and get support towards your qualification through an apprenticeship standard. Access professional development ranging from entry level to master's type qualifications, including achieving a role appropriate qualification. Details can be found on [the Institute of apprenticeships](https://www.instituteforapprenticeships.org/) website.

Tailored Development

Gain role specific skills and certifications using our Microsoft Enterprise Skills Initiative subscription which is open to all Salford Employees free of charge.

A digital organisation

Developing your digital skills

Our ambition is to provide our workforce with the right level of digital capabilities needed to be successful. Whatever your current digital abilities are, we can provide development ranging from essential workplace skills to specialist workplace skills. These will be delivered

through our Digital Skills Academy using both self-directed and guided learning opportunities to enable you to develop. Additionally, you can access free online courses through the [iDea](#) website.

Sharing your digital skills

Our goal is to support you to share your digital knowledge with other people. Our Digital Eagles programme has been designed to cover basic digital skills and build your confidence to assist others. By the end of this programme, you will join hundreds of staff members who already are digital eagles, and be able to help colleagues, customers, residents, or people in your personal life with all things digital.

Our leadership behaviour framework

Leadership is action, not a position. It's not just what we do but how we do it.

Whatever your role at Salford, we all strive to achieve our vision and the best outcomes for the residents and communities of Salford.

As leaders, we all have an important part to play in achieving our organisational and service priorities. These priorities give us direction and a shared purpose in our roles and should be the focus when making decisions.

We can help make these priorities a reality by living and breathing our Salford values and leadership behaviours.

This framework is broken down into three main areas:



This behaviour framework will support us all to reflect and hold ourselves, and each other to account, as we strive for continuous improvement.

Full details of how this framework shapes our Leaders and is delivered in the workplace can be found on the [Salford Leadership](#) pages of our [greater.jobs](#) website.

Our organisation's values

We have four values: Pride, Passion, People, Personal responsibility.

[Our four values](#) are central to the way we communicate about the council and the way in which we behave with colleagues, customers, and partners - so that we live and breathe our values each day.

Our values



Pride

Passion

People

Personal responsibility

Application guidance

We are a values-based organisation so reflecting our values or a values-based approach in your evidence will support your application.

The different sections of this role profile are there to give you an understanding of the purpose of the role. The 'what we need from you' section outlines the minimum criteria you will need to meet within your application.