Candidate Pack

**Chief Information Officer**

November 2020

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**About oneSource**

oneSource is one of the largest and most diverse ‘in-house’ shared service functions in the UK, supporting London Boroughs of Havering (LBH) & Newham (LBN). Bringing together 23 different services and over 1,000 employees; we pride ourselves on; the integrity and professionalism of our people, the ethics and quality of our business practices, and ensuring the best value for our customers, residents and the public purse.

Whilst oneSource supports both Councils, LBH and LBN remain separate entities. The Boroughs have made a pragmatic decision to share support services, achieving financial and non-financial benefits, yet keeping their identities clearly distinct.

Our vision is to provide a shared service for the public sector, by the public sector. Our mission, is to make our vision a reality by moving from an outsourcer, to an integrated corporate service. Both our vision and mission are underpinned by our core objectives to drive council-wide improvements and nurture relationships with stakeholders, whilst developing & empowering teams to achieve operational excellence.

Recognising the many relationships between both colleagues and partners, we have a unique oneSource standard that embodies the work we do, which simply translates into one core value, ‘Supportive’. By providing a supportive culture, we create an open environment to inspire, challenge, and develop our people, which in turn contributes to a positive impact on the output of our services. We are committed to being supportive in everything we do;

* In our work
* In our communications
* To our environment
* To each other
* To ourselves

Through our shared service model we provide a full range of operations covering;

* Asset Management
* Legal & Governance
* Finance
* Technology & Innovation
* Exchequer & Transactional
* HR & OD
* Procurement
* Strategic Delivery

**About the service**

The Technology and Innovation team take an active approach to enhance service delivery, working in close partnership with the boroughs providing valuable thought leadership, whilst being considered a key strategic partner.

In recent months the team have collaborated to establish a new target operating model (TOM) that promotes a proactive, dynamic and adaptable working environment; empowering colleagues to work autonomously, troubleshooting issues and identifying solutions.

Gearing up for a smooth transition to the new TOM in April 2021, the teams have been working together to; map out processes, systems and ways of working; covering management coordination and control, pipeline, project and product management, in addition to relationship management.

This has provided the opportunity to review how the service can adapt and evolve to market conditions, identifying key roles and responsibilities, skills and capabilities, matching skillsets, whilst identifying development opportunities and ongoing recruitment needs.

Enabling partnership working across the service, colleagues work in virtual, flexible design teams which is open to everyone in IT, engaging key stakeholders from both boroughs, unions and HR. Guiding the individual design teams is a coordination and facilitation team, which report to the IT Leadership team as the decision makers.

The design teams are following a typical creative problem-solving or design process: identifying the key design questions and developing solutions, before moving on to implementation planning.

The successful candidate will own and champion the TOM and this collaborative approach to bringing it to life, and continue to engage the whole IT team and key stakeholders in iterating the TOM and making it work over coming months.

**About the role**

**Chief Information Officer (CIO) | £101,460 - £117,348pa | Permanent**

As a member of the oneSource Management Team, reporting to the Executive Director, this role provides strategic direction and strong collaborative leadership, to ensure the smooth delivery of an integrated technology and data service across two aspiring London Boroughs.

Supercharging the technology and innovation agenda’s for Havering, Newham and oneSource itself, the role will bring thought leadership and sector wide impact on the role of technology, digital and data in local government.

The CIO will lead on corporate approaches to the delivery of IT, transformation and change through the exploitation of technology and data. Most importantly they will foster diversity of though and new approaches to create an inclusive environment where people from all backgrounds can come together to help deliver excellent outcomes for our wide range of colleagues, customers, residents, businesses, communities and partners.

In light of recent events, it has also never been as important to ensure our current practices and core systems are fit for purpose. The CIO will need to ensure that the technology foundations are secure, reliable and available, whilst also ensuring robust IT standards and services are in place.

**What are we looking for?**

As an excellent collaborator and values based leader, you will have a proven track record in leading large and complex technology and data services within a similar setting.

Encouraging innovation and partnership working you will have the ability to empathise and engage people from all walks of life, with a relentless focus on the needs of users as the basis for delivering positive outcomes for all.

You understand the strategic potential of data and insight on using it to strengthen decision making, whilst evidencing impact, performance and customer satisfaction.

However, these are not the only competencies we are looking for. Please review the Job Description & Person Specification to gain an understanding of the application criteria for the position.

**Closing date:** 23:59 on the 22nd November 2020

**Job Description & Person Specification**

**Working on behalf of London Boroughs of Havering and Newham**

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| **Job Title** | Chief Information Officer |
| **Grade** | Newham: SMR E |
| **Location** | The post holder must be flexible and may be required to work across the different boroughs served by oneSource (London and Newham). |

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| **Accountable to:** | oneSource Executive Director |
| **Accountable for:** | Information Technology  Digital  Data  Information Governance & Cyber Security |
| **Job Purpose:** | * Work as part of the oneSource Management Team, reporting to the Executive Director. * Leading senior officer responsible for IT, digital and data strategies, portfolios of change and investments/budgets to enable business impact, improving delivery across partner councils and oneSource. * Ensure core technology and infrastructure is operating optimally, resiliently and efficiently to enable partner councils to run their services. * Lead the co-ordination of all IT activity (including controls and governance) across partner councils, actively prioritising competing programmes and projects and allocating available resources effectively to drive the greatest value. * Lead on strategic IT sourcing, procurement and commercial activity. * Continually re-imagine and promote the vision for technology to enable partner councils to achieve their ambitions. * Act as agitator, disruptor and collaborator to help drive innovation. * Provide thought leadership and sector wide impact on the role of technology, digital and data in local government. * Lead and embody an inclusive culture, actively promoting diversity and equality both in the team and outside it. |
| **Specific Responsibilities** | * Strategic direction, leadership, sponsorship and governance of all aspects of IT (including change activities) to the partner Councils’ corporate management team and Members, enabling the effective delivery of corporate objectives. * Thought leadership and advocacy to the development and delivery of the councils’ vision and the agenda for transformation and innovation. * Commercial leadership – exploring market shaping and growth opportunities technology enabled services delivered by oneSource. * Leadership and accountability for IT strategic sourcing and procurement and contract management. * Leadership and accountability for the development and implementation of the councils’ information and technology security policies and strategies - ensuring the councils meet their statutory requirements including GDPR. * Leadership and accountability for robust contingency, risk management, and business continuity plans and actions for councils’ IT services. Maintaining and enforcing standards and protocols for the use of technologies across the councils. * Build strategic relationships with international, national and regional organisations including government departments, GLA, London Councils, other agencies and Councils to ensure collaborative working on cross Borough and regional and sub-regional strategies. * Role modelling values and behaviours needed for a leader of a 21st century, collaborative organisation. * Other duties – the job description indicates the main areas of activity for this post. From time to time other tasks/duties maybe required which are commensurate with the general area of responsibility and grade of the post. |
| **oneSource Corporate Critical Success Factors** | * Provision of and delivery of quality services – ensuring a high level of service that is reflective of all customer needs and value for money * Anticipates different customer needs – delivering a customer focused shared service which is a cultural ‘fit’, is flexible and proactive in approach * Delivers a resilient business, which continuously improves and innovates with healthy revenue streams * Operates an ethos of joint working and operates across the board regardless of location * Delivers capacity and capability to operate business as usual with the capacity and capability to innovate and project manage to support this * Delivers a flexible and scalable platform to innovate, enhance market knowledge and continuously improve * Invests in people and skills to deliver a sustainable business * Provides a transactional service that is multi-channelled, face to face, local and nationwide |
| **General** | * oneSource is committed to and champions equality and diversity in all aspects of employment and service provision. All employees are expected to understand and promote this approach in their work. * Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good health and safety practices and manage risks appropriately * Deal with any Safeguarding issues that might arise, in line with the Council’s policies and procedures. * Comply with Health and Safety Regulations associated with your employment. * Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this. * To treat all information acquired through your employment, both formally and informally, in strict confidence. |

**Person Specification**

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

A - Application

I - Interview

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| **Competencies** | **Criteria** | **Method of Assessment** |
| **Able to demonstrate and evidence a highly developed Competence in:** | * Creating vision based on global and local trends, challenges and opportunities of the technology and data sectors. Explaining it convincingly and inspiring others to be dedicated to it. * Carrying out activities that enable the vision, allocating roles, responsibilities and resources, monitoring progress and communicating it convincingly * Pioneering and continually challenging current thinking; promoting different approaches to problem framing and solving, encourage taking risks and directing the development and implementation of valuable innovations. * Designing policies, services and approaches based on the user`s needs and benefits/outcomes. * Creating an environment of workplace happiness and wellbeing, ensuring the engagement and development of employees. * Understanding your role as a leader in civic and public services, developing yourself continuously to ensure maximum realisation of potential. * Leading, managing and delivering a wide range of technology services across a large complex set of organisations | A/I  A/I  A/I  A/I  A/I  A/I  A/I |
| **Able to demonstrate and evidence** **Knowledge and experience in** | * Senior leadership experience in service delivery and change in IT / Digital departments. * Understanding of cyber security and information governance. | A/I  A/I |
| **Behaviours and personal qualities** | * Able to work with a wide variety of people at all levels * A strategic thinker and leader with the ability to balance competing priorities and deliver within tight timescales. * Highly collaborative and participative. * Ability to make decisions by listening to, and taking cognisance of, the views of others along with a high degree of integrity and probity. * Highly skilled communicator with the ability to communicate orally and in writing to a diverse range of audiences. * Ability to influence and negotiate effectively. * Ability to lead, motivate, inspire confidence and enthusiasm. * Resilient and calm. | A/I  A/I  A/I  A/I  A/I  A/I  A/I  A/I |

**Additional Requirements:**

* The Council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, and to undertake any appropriate training.
* Comply with Health and Safety Regulations associated with your employment.
* Be aware of the council’s responsibilities under the Data Protection Act 1984 for the security, accuracy and relevance of all personal data held on such systems and ensure that all processes comply with this.
* To treat all information acquired through your employment, both formally and informally, in strict confidence. There are strict rules and protocols defining employee’s access to and use of the council’s databases, any breach of which will be regarded as subject to disciplinary investigation.
* You may be required to work at any oneSource site.
* Demonstrate a flexible approach in the delivery of work within the service area. Consequently, the postholder may be required to perform duties not specifically identified in the job profile but which are in line with the general responsibilities of the post.

**Our Mission, Values & Behaviours**

We passionately believe that an effective and efficient public sector provides the best value for the public purse. We share the values and the ethos of our partner councils, and we want to support and serve our residents.

Our vision is to provide a shared service for the public sector, but the public sector. One recognised for the integrity and professionalism of our people, the ethics and quality of our business practices, and the value we bring to our customers and the public purse.

Our mission is to make our vision a reality by moving from an outsourcer to an integrated corporate centre service offer that optimises efficiencies and adds value for customers.

Our objectives are to complete our mission by optimising our ability to drive council-wide improvements, nurturing relationships with our partners, customers and other stakeholders, and developing and empowering our staff.

With so many important relationships between both colleagues and partners; it’s crucial we have a unique oneSource standard that embodies the work we do, and ties together the values of all our partner councils.

When we asked everyone here what one value oneSource should demonstrate above all others, they chose ‘supportive’.

**Supportive**

**Recruitment Information**

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| **How to Apply** | This opportunity is available for both internal and external applicants.  To apply for this position you will need to complete your application by following the ‘Apply Now’ link on the advert.  Once you have clicked the ‘Apply Now’ link, you will be taken to the application form on the ‘Be Applied’ platform, and required to complete the following information:   * **Application form**    + Name and contact details   + Eligibility questionnaire   + Employment history * **Attach CV**   + Setting out your career history with key responsibilities and achievements. Please ensure you have provided reasons for any gaps within the last two years. * **Competency based questions**   + Explaining how you consider your personal skills, qualities and experience provide evidence of your suitability for the role, with particular reference to the criteria set out in the question. * **Diversity Monitoring Form**    + Using the ‘Be Applied’ platform, we are able to ensure there are no unconscious biased with regards to the selection of candidates progressing to the next stage. All information disclosed will be dealt with in the strictest of confidence. |
| **Recruitment Process** | On submission of your application, you will receive an acknowledgement email of your application, and will also be advised whether you have been selected to progress to the next stage of the recruitment process following the shortlisting meeting.  Applications will be reviewed by the panel to select those that meet the criteria of the role.  Should you be shortlisted to the next stage, you will be provided with full details of the selection and assessment process.  Where possible the Recruitment Team will provide feedback. However, depending on the volume of applications received, it may not always be possible to provide individual feedback to all candidates. |
| **Interviews** | Interviews will be held via Zoom call in this instance as we aim to exercise social distancing where possible. You will be advised of the format in advance. If you are required to prepare a presentation for any part of the interview process, you will be given at least one-weeks’ notice. |
| **Further Information** | If you have any questions about the role or would like to discuss the position further, please contact |
| **Recruiting Timetable** | Please not that these dates are only indicative at this stage and could be subject to change. If you are unable to meet these timeframes, please let us know in your application.  The anticipated timetable is as follows:   * **Advert Closing Date**    + 22nd November 2020 * **Shortlisting Meeting**   + w/c 23rd November 2020 * **Technical Interviews**   + w/c 14th December 2020 * **Stakeholder Panel Sessions**   + tbc * **Final Member Panel**   + tbc |