Employing council

Job Title	**Assistant Director – Run**
Grade	**Havering 12, Newham SMRD,**
Location	**Newham, Havering. The post holder must be flexible and work across council sites**

Accountable to	Chief Information Officer
Line management responsibility for	16-49 staff
Job Purpose:	• To be responsible for building long-term, strategic relationships with the most senior stakeholders in partner authorities and to act as a senior point of contact for strategic partnership relationships with one source IT. • To lead the development and enhancement of services, products and systems, and to oversee the management and planning of business opportunities in key cross-cutting functional/product areas (e.g., Corporate, People and Place). • To lead developing trusting partnership relationships and a deep knowledge of business challenges, opportunities and direction. To develop and nurture these relationships to allow for more joining-up of cross-borough and cross-service cost saving opportunities. • To work with the Chief Information Officer and other members of the one source IT senior leadership team to define, implement and communicate the strategies and plans that support the strategic requirements across the authorities. • To explore possibilities for new/high value new ways of conducting business including establishing new services or businesses. • To lead the IT function into a new way of working, collaborating and enabling the delivery of outcomes. • To lead the delivery of all front-line IT related services, support and core infrastructure.

Specific Responsibilities	**Accountabilities and outcomes** **Relationship management** 1. Initiate and influence relationships with and between key stakeholders, in business change design, management and implementation, acting as a primary point of contact for senior stakeholders, planners, designers and operational business partners. 2. Lead, identify and respond to opportunities for providing products and services to the partner organisations. Negotiate at a senior level on technical and commercial issues, to ensure that customers, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate agreements are defined and put in place. **Service-Level management** 3. Take overall responsibility for the financial and staffing aspects of operational management and service delivery inspiring the confidence of the highest level of management in the ability to deliver an efficient and effective service within agreed time and cost constraints. 4. In the context of overall Business Continuity, assess the protection, detection, and reaction capabilities, that one source and partner boroughs have in place to determine whether they are sufficient to support restoration of services in a secure and timely manner, and provide advice/assistance to business areas to maintain business continuity plans at an appropriate level. 5. Negotiate at senior level on operational, technical and commercial issues, to ensure that the partner organisations, suppliers and other stakeholders understand and agree what will meet their needs, and that appropriate service level agreements are defined and put in place. 6. Take responsibility for the overall maturity and capability of the IT Service Management function, ensuring competent resources are employed and professionally developed and that the best practices applicable are adopted. **Service delivery** 7. Run all of our internal IT infrastructure, including but not limited to: cloud infrastructure; data centres; telephony; applications and components. 8. Ensure the incident management and problem resolution functions are highly effective and drive continuous improvement of all IT services. 9. Take responsibility for modernising our technology infrastructure. 10. Choose technology partners who embrace our values and who can push us forward. 11. Understand demand for services and influence services to jointly ensure that we invest wisely in technology. Manage and be

accountable for the level of satisfaction from leaders and users and respond to queries and complaints.

12. Hold our suppliers to account for spend, performance and behaviour, including diversity within their teams.

13. Define and implement effective control processes for accelerating change covering all aspects of the council's technology, including elements which are not within your direct line management (eg change initiated by other teams across partner councils, external suppliers etc.).

14. Lead the design, negotiation and management of Service Level Agreements and contracts with both internal and external suppliers in your areas of responsibility.

15. Take responsibility for the control of technology assets; including provision, storage and disposal; upgrades; and quality checks.

16. Ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.

IT management

17. Within a budgetary framework and with full accountability, take management responsibility for the IT operational services (e.g., Service Desk, end-user compute, portal, environments etc) where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of technology.

18. Recognise, and actively seeks ways to exploit information technology to address complex business, organisational and technical issues, of both a conventional and innovative nature.

19. Identify and manage the resources needed for the planning, development and delivery of all front-line IT services.

Sourcing, contract and relationship management

20. Oversee the specification of services, ensuring that service levels and specifications are negotiated with end-user management and suppliers.

21. Initiate preparation of tender documents (e.g., invitations to tender, Requirement Specifications or requests for proposal) and take responsibility for the assessment of tenders on the basis of pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models.

22. Ensure proper monitoring of contracts and initiate actions, including the enforcement of any penalty clauses, to bring contracts back into line or to terminate them. Ensure that subjective and objective views

	of suppliers' performance by the partner organisations are taken into account, monitoring the actions taken to maintain and improve the service, including negotiation of changes to the contract or SLA. 23. Lead regular service reviews with major suppliers and meet partner or supplier representatives when necessary to monitor progress against issues and to ensure that an agreed level of service is maintained, assessing the ongoing success and effectiveness of the relationship and ensure that any necessary changes are implemented. 24. Champion continuous improvement programmes with suppliers/partners, jointly developing strategies and incentives to enhance performance. 25. Conduct analysis of demand for services across the partner organisations and influence stakeholders to ensure that the necessary investments are made to deliver required services. Manage and take responsibility for the level of client satisfaction and respond to queries, complaints and changes.
General	• One Source 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.

Newham - Person Specification
(Not applicable to Havering posts)

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.

	Criteria	Method of assessment
Able to demonstrate and evidence a highly developed Competence in:	• Ability to lead a complex technology estate and team across multiple organisations. • Ability to describe the huge potential for technology to transform an organisation • Ability to develop and get agreement to a strategy • Ability to flex delivery approaches depending on context • Passionate about building diverse teams and communities • Able to represent one source IT in the wider local government digital community • Ability to inspire people with your ideas, and influence local government and wider public sector thinking on technology and data • Ability to instill a new culture in a team, such as the shift from waterfall to agile, or from phased to continuous deployment **Essential** • Experience negotiating with technology suppliers and partners • Experience persuading non-digital organisations to transform • Experience managing large budgets • Experience leading large teams • Experience setting customer experience and technology strategy • Experience setting service standards that apply to a whole organisation. • Experience of providing leadership within a dynamic and changing environment. • Experience of developing services that takes account of the needs of diverse users. • Experience of running IT services • Experience of embedding excellent customer experience **Desirable** • Experience of leading and delivering successful organisational and cultural change programmes. • Experience of creating a culture of learning, to maintain a capable and high performing workforce.	

	• Experience building and leading intentionally diverse teams	
Able to demonstrate and evidence Knowledge and experience in	**Essential** • Deep knowledge of modern technology practices around service delivery, infrastructure, hosting and platforms • Knowledge of and commitment to open-source technology • Knowledge of IT service management best practice (e.g. ITIL) • Knowledge of high-quality customer service practices • Knowledge of the environmental footprint of technology, and a commitment to lower it • Knowledge of agile ways of working • Knowledge of dev/ops practice and culture and associated practices like continuous deployment and testing **Desirable** • Knowledge of cross-government procurement frameworks and processes	
Behaviours and personal qualities	**Essential** • Ability to lead a whole organisation's front line IT services and team. • Ability to lead during times of great change, remaining calm and making judgements before all the necessary data is available • Ability to be accountable for decisions and protect your team without taking any credit for their work • Ability to listen actively, even when you disagree with someone, making every effort to empathise with their viewpoint • An absolute commitment to meet user need in the best, most efficient way • Ability to influence with humility when you don't have all the control in a situation • Ability to describe the huge potential for technology to transform an organisation • Ability to develop and get agreement to a strategy • Ability to flex delivery approaches depending on context • Passionate about building diverse teams and communities • A strong influencer, with the ability to persuade and negotiate with stakeholders of all levels, including CEO, directors and elected members, including communicating methodologies and projects to a diverse, non-expert audience, and leading on the team's remits, priorities and budget. • Strong people management skills, with the ability to create a positive working environment in which equality and diversity are embedded in every aspect of the team's work and output, dignity at work is upheld and staff are empowered and motivated to achieve good outcomes	

	• Shows the ability to delegate effectively, empowering others • Able to represent one source IT in the wider local government digital community **Desirable** • Ability to inspire people with your ideas, and influence local government and wider public sector thinking on technology and data • Ability to instill a new culture in a team, such as a complete focus on "customer experience" or channel shift and end-to-end process automation	

Havering Competencies
(Not applicable to Newham posts)

Competency Profile

Competencies are a set of descriptions of personal behaviours required by people in their workplace. The 7 competencies describe essential behaviours that everyone is expected to display and observe.

The 7 competencies each have 4 levels that reflect the different levels that employees would be expected to work to.

It is expected that there will be 4 competencies assigned that the employee is expected to demonstrate (for Senior posts it is likely there will be 5 or 6 competencies). One of the competencies expected to be included will be Respecting Others.

Select from the Competency Framework the required competencies and associated levels (A-D) based on the role needs (level A will generally reflect an employee working in a support role, level D generally reflects those working at a very strategic level).

Complete the table below with the competencies and levels selected. Include the descriptive for the selected level (cut and paste).

Management Competencies		
Competency	**Level**	**Criteria to be Evidenced (Description)**
Driving Performance	3	- Looks at data with a strategic eye and translates data and feedback into performance-oriented actions - Encourages actions and action-focused approaches - Translates strategic visions into realistic plans to drive performance - Works proactively with other departments to create an environment that fosters performance - Creates a performance management culture focused on achieving key objectives Lead, develop and empower staff to provide a seamless service delivery
Motivating Others	3	- Creates and implements a vision where different motivators are accepted and sustained - Has a good overview and is able to use differences in working cultures across services and organisations - Demonstrates effective leadership in promoting motivational approaches - Works with managers and staff to develop new initiatives that address motivational issues in the organisation
Operational Management	3	- Identifies opportunities in local, regional and national activity, and secures external funding - Looks ahead and actively seeks to plan according to strategic changes - Uses information to anticipate service planning and operational management - Links budget to outcomes as well as corporate goals – e.g.: MTFS (Medium Term Financial Strategy) - Drives continuous improvement - Uses the information systems in place to measure performance against service and organisational targets

Working Together	3	• Finds best strategic partners to deliver priorities • Maintains current relationships and strategically creates the context for new ones • Breaks down barriers between partners, e.g. buildings, technology, and culture • Takes a proactive role in promoting and strengthening partnerships in the public, private and voluntary sectors • Convenes partnership meetings to decide which is the best way of delivering services
Empowering Leadership	3	• Inspires, encourages and supports others • Looks ahead where the organisation needs to be in the long term, linked to the vision • Leads by example and models desired organisational behaviours • Compares performance with other organisations to set organisational goals • Is aware of their own leadership style and adapts to bring out the best in others • Leads by example
Core Competencies		
Communicating Openly and Effectively	D	• Uses communication and influencing skills to progress complex situations and achieve significant impact • Is able to effectively present to and influence large groups of people • Translates strategy into effective operational messages, easily understood at all levels • Demonstrates an in-depth understanding of organisational politics and uses this effectively • Creates and implements appropriate communication strategies to support complex projects • Ensures communication effectiveness throughout the business is continuously reviewed
Delivering Excellent Customer Service	D	• Takes a leading role in organisational development and the continuous improvement of services for the benefit of customers • Identifies good practice and solutions, and integrates them into service provision • Translates customer and stakeholder feedback into strategic improvements • Forms strategic groups and partnerships to develop and improve services • Actively seeks out and recognises opportunities for developing new customer bases • Is aware and challenges, if necessary, organisational cultures that may lead to poor practice in safeguarding adults and children
Managing Personal and Organisational Change	D	• Creates and articulates a vision that generates enthusiasm and commitment • Uses intuition as well as complex analysis to create a new concept or approach. • Encourages others to create strategies, visions and innovative services and emphases solutions that support strategic objectives

		• Ensures that the external environment and Government policies are taken into account when determining strategic direction • Demonstrates sensitivity in understanding the impact of change on others
Achieving Results and Success	D	• Able to identify needs and put a strategy/business case forward in response to changing needs of the organisation • Understands and considers the impact of external influences • Ensures work processes and projects are well targeted, resourced and managed to deliver strategic aims • Identifies and manages risk, taking appropriate steps in order to identify new and better ways of improving strategic performance • Works with managers, staff, partners and stakeholders to develop new initiatives that contribute to the development and performance of the organisation
Planning and Implementing	D	• Anticipates and makes plans to deliver the Corporate Strategy • Incorporates strategic and/or longer-term issues in plans • Manages projects, identifies and negotiates relevant resources • Communicates the plans to appropriate staff/stakeholders • Puts in place contingency plans to cope with potential problems • Considers budgets when planning projects
Respecting Others	D	• Develops strategy that takes forward the Equality and Diversity agenda • Proactively incorporates ideas and concepts from diverse perspectives creatively in strategic planning and decisions, and promotes understanding across the organisation • Considers the impact of new Government Policy, legislation, EU directives and guidance and integrates into strategy and plans • Works proactively with partner organisations to improve services for all • Respects confidentiality wherever appropriate • Upholds a high standard of fairness and ethics in words and actions