



Role Profile

Our Values and Behaviours

Calderdale Council should be a fulfilling and enjoyable place to work; we know this enthusiasm rubs off on our residents and customers, and we also recognise the crucial role each and every one of us plays in helping to achieve our goals. By demonstrating our core values and behaviours, you will lead by example to help us create the next generation of public services.

Role Title:

Role Title: Corporate Lead for Digital Innovation and ICT
Directorate: Public Services
Service: Public Services
Grade: HAY 4
Post Number: FWP753

Role Purpose:

As a member of the Directorate Management Team to drive forward Calderdale's long term vision of "Everyone different, everyone matters".

Manage the effective and efficient utilisation of all resources available in the service.

Promote a leadership style that fosters a culture of innovation, value for money, performance management and empowerment amongst teams and individuals.

Responsible for:

IT Manager Strategy and Commissioning
IT Manager Service Delivery
IT Manager Infrastructure
Project & System Team Leaders

Responsible to:

Director Public Services

Smarter Working Profile: The work style for this role is defined as:

Mobile Workers

Mobile Workers typically work from a hot desk in an office and may need ICT access. They tend to move about during the day to attend meetings with colleagues, customers, and staff, and attend workshops etc. Mobile Workers are based with their teams in zoned areas to ensure effective team working and co-ordination.

Circumstances

This post is not subject to a DBS check.

This is politically restricted post in accordance with Section 2(3) of the Local Government and Housing Act 1989, because of the nature of its duties.

The role requires working outside of the flexible working band hours to support service delivery, this includes weekend and evening working.

Principal duties and responsibilities

1. Support the Director Public Services in leading the Council's Digital and ICT function to achieve Council and partner objectives.
2. Responsible for and Lead on effective ICT delivery to the Council, partners and schools in order to achieve Council, schools and partner objectives.
3. Lead the development of innovative digital strategies and solutions to service delivery across the Council, schools and with partners. Leading and supporting the Digital Steering Group and Digital Strategy for the Council including key workstreams.
4. Ensure the delivery of customer focused services, ensuring high customer satisfaction but also effective support which shapes demand towards self-service .
5. Lead responsibility for the management of the ICT Service budget, ensuring that effective budget spend, negotiation and monitoring arrangements are in place for the entire ICT function.
6. Ensure effective resilience and business continuity arrangements are in place in relation to ICT, which staffing support and advice to key service areas.
7. Promote and ensure compliance with Information Security requirements including the Council's ICT Control Environment standards and policies.
8. Responsible for compliance with Data Protection Act, FOI, Audit and other legal requirements within the remit of their responsibilities.
9. Lead on ICT projects, system development and commercialisation.
10. Working with Directorate Management Team to establish shared responsibility for the corporate management of the Directorate, supporting cross-Council leadership and change.

All staff will be expected to maintain high standards of customer care in the context of the council's Core Values, to uphold the Equality and Diversity Policy and to participate in training activities necessary to their post.

Calderdale Council is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff and volunteers to share this commitment.

The Health and Safety at Work Act 1974 and associated legislation places responsibilities for health and safety on Calderdale Council, as your employer and you as an employee of the Council. In addition to the Council's overall duties, the post holder has personal responsibility for their own health & safety and that of other employees; additional and more specific responsibilities commensurate with your role are identified in the Council's Corporate H&S policy and in you are required to familiarise yourself with these responsibilities (all available on the Council intranet site).

All Calderdale staff will operate within the GDPR data protection guidelines.

All staff will support digital engagement and share expertise to build capability across the wider organisation and with external partners.

This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed; the responsibility level of any other duties should not exceed those outlined above.

Person Specification		
Key Strengths	Requirements	How Identified
Coping with pressures and setbacks	<p>Coping with pressure, keeping emotions under control, balancing work and personal life, keeping optimistic, handling criticism.</p> <p>(A) Works productively in a high pressure environment.</p> <p>(B) Keeps emotions under control during difficult situations.</p> <p>(C) Balances the demands of work life and personal life.</p> <p>(D) Maintains a positive outlook at work.</p> <p>(E) Handles criticism well and learns from it.</p>	Strengths matching
Formulating strategies and concepts	<p>Working strategically, setting strategies, visioning, thinking broadly about the organisation.</p> <p>(A) Works strategically to realise organisational goals.</p> <p>(B) Sets and develops strategies.</p> <p>(C) Identifies and develops positive and compelling visions of the organisation's future potential.</p> <p>(D) Takes account of a wide ranges of issues across, and related to, the organisation.</p>	Strengths matching
Applying expertise and technology	<p>Applying, developing and sharing specialist and detailed technical expertise, understanding other organisational disciplines.</p> <p>(A) Applies specialist and detailed technical expertise.</p> <p>(B) Develops job knowledge and expertise through continual professional development.</p> <p>(C) Shares expertise and knowledge with others.</p> <p>(D) Uses technology to achieve work objectives.</p> <p>(E) Demonstrates appropriate physical co-ordination and endurance, manual skill, spatial awareness and dexterity.</p> <p>(F) Demonstrates an understanding of different organisational departments and functions.</p>	Strengths matching
Adapting and responding to change	<p>Adapting to change, accepting new ideas, adapting interpersonal style, showing sensitivity to different cultures or backgrounds, dealing with ambiguity at work.</p> <p>(A) Adapts to changing circumstances.</p> <p>(B) Accepts new ideas and change initiatives.</p> <p>(C) Adapts interpersonal style to suit different people or situations.</p> <p>(D) Shows respect and sensitivity towards cultural and religious differences.</p> <p>(E) Deals with ambiguity, making positive use of the opportunities it presents.</p>	Strengths matching

Entrepreneurial and commercial thinking	Keeping up to date with competitor information and market trends, identifying business opportunities, showing financial awareness, controlling costs. (A) Keeps up to date with competitor information and market trends. (B) Identifies business opportunities for the organisation. (C) Demonstrates financial awareness. (D) Controls costs and thinks in terms of profit, loss and added value.	Strengths matching
Skills	Ability to work in a political and sensitive environment requiring confidentiality and sound judgement	Strengths matching Assessment/Interview
	Leadership	
	Strong communication negotiation and analytical skills	
	ICT business management	
	Effective resource and financial management, including budget formation	

Qualifications			
Type	Level	Essential	Desirable
ICT qualification or equivalent qualification/recent demonstrable experience in a complex, large environment.	Level 6	X	
ITIL qualification or equivalent experience		X	

External Recruitment Only

	Requirement	Essential	Desirable	How Identified
Knowledge /Skills	Knowledge and experience of Service Management practices in large organisation	X		Application/ Assessment Process
	Strategic leadership and management skills in a complex environment	X		Application/ Assessment Process
	Analytical and troubleshooting skills to identify solutions and responses to unpredicted incidents and issues for which policy, procedural or working practice changes may be required.	X		Application/ Assessment Process
	Experience of leading and developing innovative digital solutions to improve customer satisfaction and performance	X		Application/ Assessment Process
	Determine ICT service improvement plans and set objectives and standards for the team.	X		Application/ Assessment Process

	Available for planned / unplanned overtime and 24x7 contact for advice or support.	X		Application/ Assessment Process
Experience	Staff management	X		Application/ Assessment Process
	Varied experience of ICT infrastructure / field support / Service Desk in a medium or large organisation	X		Application/ Assessment Process
	Experience of planning, developing and coordinating digital innovation and strategies to transform service delivery	X		Application/ Assessment Process
	ICT Operations Management	X		Application/ Assessment Process

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Date: Sept 17