Northumberland County Council

JOB DESCRIPTION

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| **Post Title:** Digital Design & Delivery Manager | **Director/Service/Sector** Corporate Services/ Information Services | **Office Use** |
| **Grade:** Band 11 | **Workplace:** Flexible | JE ref: Z145HRMS ref: |
| **Responsible to:** Chief Information Officer  | **Date:** November 2015 | **Lead & Man Induction:** |
| **Job Purpose:** To provide and initiate leadership, management and advice, on the Council’s digital strategy, Digital Northumberland and other major supporting strategies including Channel Shift, Customer Access, Mobile and Agile Working, Back Office Rationalisation, Broadband Rollout, Digital Skills and Inclusion, and Digital Business Support. This will include working across the Council to understand service needs and working externally with partners to deliver a step change in the quality of services we deliver and significantly reduce the costs of service delivery - as well as supporting customers and businesses to access these services and making the most of digital opportunities. To design and deliver a major digital project portfolio, including improving Broadband Infrastructure, designing and enabling Service Digitisation and Change, increasing Digital Skills & Inclusion and Digital Business Support programmes as defined by the Council’s Digital Strategy.Secure resources from internal and external sources to enable the delivery of a major digital project portfolio.Working with the IS management team help to define and integrate digital in the Councils internal Information and IT strategies. To provide effective co-ordination and management across the Council services, including the setting and achievement of digital business targets and digital performance management.To make an effective contribution to the strategic management of the Service, Directorate and County Council.To manage resources from across Corporate Departments on digital related projects in a collaborative manner.To instill a culture of Customer Care and Engagement across the Division.  |
| **Resources** | Staff | Manage and lead the Digital Delivery team and iNorthumberland team including Managers, Engagement Officers, Business Analysts and Project Managers, Professional, Technical, Operational and Administrative support staff and, as necessary Graduate’s, Interim’s, Apprentices and Sub-Contractors providing front line and or back office services.  |
| Finance | Manage a significant digital project portfolio, including broadband capital projects of up to £16m, digital inclusion and projects (up to £1m), and an internal change programme of up to £5m, monitoring effective spend against budget. Securing external funding and internal budget to deliver the aims of Digital Northumberland. Directly responsible for managing the digital service revenue budget, including monitoring and controlling expenditure against budget via monthly meetings with the service accountant. Current value of the revenue budget is approximately £1.0mEffectively manage service contracts and service level agreements with contractors, clients and community partners.  |
| Physical | Direct overall responsibility for the council’s digital development, including significant bodies of resources.  |
| Clients | Leads, develops and oversees corporate Digital Strategy that has a significant impact upon the well being of service users Will attend Area Committee meetings and parish Council meetings to advise on progress. |
| **Duties and key result areas:** 1. Manage, delegate and direct the human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives, ensuring the continued design and development of digital services, managing the delivery of new services both internally within the Council and externally with customers. Ensure effective contingency plans are implemented to reduce downtime of digital services and reduce impact to end users.
2. Read and understand the digital software enterprise environment to ensure that services and platforms are designed effectively, continually develop, remain viable, responsive and totally customer focused.
3. Design, lead, deliver and manage the Council’s major IT strategies and primarily the Digital Strategy and Delivery Plan. Advising on how to design digital services and digitise to drive increased quality of service delivery whilst simultaneously reducing service delivery costs.
4. Identify, design and deliver of a significant portfolio of capital and revenue projects based on the digital development and IT needs of the Council. Including projects to improve the digital connectivity of residents and businesses in Northumberland; designing and enabling service digitisation and new ways of working; designing digital skills and inclusion projects, and digital growth projects.
5. Identifying, securing and managing financial resources from internal and external funding sources to support and enable the delivery of a comprehensive IT and digitisation project portfolio. Build activity into medium term plans (yearly in advance) to present to Corporate Board for approval.
6. Ensure that an efficient, high quality and cost effective service is delivered by private sector partners, commissioned to provide additional professional support, to ensure the delivery of the Council’s agreed priorities.
7. To be responsible for the identification of opportunities for ‘value for money improvements’, in resource usage and to monitor and report on the performance of all assets, including bringing forward rationalisation/expansion proposals as necessary.
8. Manage, delegate and direct the human (including sub-contractors), physical and financial resources of the service to effectively achieve corporate objectives, ensuring the County-wide continued digital development of services and customers.
9. Ensure that effective governance and assurance processes are in place to support all capital and revenue project activity within the IT service, providing performance statistics, effective risk management, budget monitoring and appropriate programme/project reporting to SMT and other senior groups.
10. Ensure that services operate effective performance management procedures and that both staff and service development is fully supported through appraisal, training and development.
11. Continuously motivate teams and individuals by providing clear delegation and direction, always maintaining positive relationships with employees.
12. Maintain effective management, communication systems and processes within the service and, in conjunction with senior colleagues, ensure that employees, at all levels, are fully aware of their respective roles, functions and responsibilities and changes to legislation or Council policies.
13. Ensure that robust mechanisms are continuously developed to establish and monitor the effectiveness of service related strategies, policies and practices.
14. As a member of the IT Management Team, lead and fully participate in the corporate planning and management processes for the service.
15. Promote ongoing good relations with all other Directorates of the Council with a view to achieving the most effective performance of its functions to achieve a co-ordinated approach to the development and provision of services.
16. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to all aspects of service provision.
17. Prepare appropriate reports to various Council meetings including Area Committees, Scrutiny and Cabinet. Present these reports when required
18. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate.

The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis. |
| **Work Arrangements** |
| Transport requirements:Working patterns:Working conditions: | Involves extensive travel to work sites, area offices or training venues throughout the County and further a field on occasion.Normal office hours but flexi-hours may apply, if cover provided.Predominantly office based Potential significant exposure to difficult situations involving customer complaints and disputes. |

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**PERSON SPECIFICATION**

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| **Post Title:**  Digital Design and Delivery Manager | **Director/Service/Sector:** Information Services | Ref: Z145 |
| Essential | Desirable | **Assess by** |
| **Qualifications and Knowledge** |
| Degree level or equivalent suitable evidenced experience. Evidence of recent relevant Management Training i.e DMS, particularly in the field of DigitalExtensive and in-depth knowledge of all facets of digital, including infrastructure, software and platforms, digitisation of service delivery and digital inclusion - being fluent in the transformational potential of digitalThorough understanding of digital legislation, regulations and professional best practice.Thorough understanding of contemporary issues within the service.Evidence of continuing professional and managerial development.  | Relevant management degree e.g. MBA, Leadership Training in the field of digitalPRINCE 2, Agile, Scrum or equivalent |  |
| **Experience** |
| Recent extensive experience and consistent successful managerial achievement within an organisation of comparable scope and complexity.Proven track record of digital project, programme and portfolio management.A demonstrable track record of leading and managing teams and delivering outcomes that require collaborative approaches both within the organisation and with external partners.Experience and a proven track record in the formulation and delivery of strategies and polices within an organisation of comparable scope and complexity.Experience and demonstrable success in the management of change and of securing the support of others in the process.Experience of resource management within a comparable organisation.A successful track record of advising and engaging effectively with others at a senior level and building productive partnerships with key stakeholders. | Experience of a range of strategic management functions.Knowledge of local government corporate management systems. |  |
| **Skills and competencies** |
| Ability to provide visible and supportive leadership, empowering, enabling, motivating and developing the staff and fostering a positive organisational culture.Ability to operate effectively within the democratic process and to develop productive working relationships with Council Members that command respect, trust and confidence.Ability to maintain a clear overview of the issues affecting the Council in general and the service in particular.Strong analytical skills and an excellent aptitude for developing innovative solutions to complex problems.Ability to propose, develop and implement effective strategies in pursuit of agreed goals and to make clear, informed, appropriate and timely decisions.Well developed networking, partnership, advocacy, negotiating and presentation skills that are persuasive and influential with others. Customer orientation and core skills.Financial and commercial awareness.Exceptional IT skills and awareness.Excellent interpersonal and communication skills to relate effectively to, and command the respect, trust and confidence of, colleagues, Council Members, and other stakeholders. |  |  |
| **Physical, mental and emotional demands** |
| Normally works from a seated position but with regular need to walk, bend or carry items.Need to maintain general awareness with some lengthy periods of enhanced concentration.Extensive contact with public/clients in dispute/negotiations with the Council. |  |  |
| **Motivation** |
| A corporate orientation and a commitment to tackling issues in a non-departmental manner.A strategic and operational post requiring high levels of intellectual ability and creative thinking.Post requires a self-starter with considerable drive and energy to kick-start activity and then maintain momentum.Personality, conduct and credibility that engages and commands the confidence of colleagues, Council Members and other stakeholders. |  |  |
| **Other** |
|  The ability to drive and, as necessary, work unsocial working hours. |  |  |

Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visits