

 Stockton-on-Tees BOROUGH COUNCIL		JOB DESCRIPTION
Directorate: Corporate Services		Service Area: Digital Services and Systems
JOB TITLE: Digital Solutions Lead		
GRADE: K		
REPORTING TO: Digital Solutions Manager		
1.	JOB SUMMARY: To be responsible for leading on assigned initiatives, projects and activities to develop and improve the Council's approach to Digital Solutions. This includes the development of AI and Automation capabilities, and the development of digital solutions. The post holder will be responsible for the configuration of service processes, scripts and performance management reports to facilitate the delivery of high-quality digital services and enable digital transformation. The post holder is responsible for working in partnership with Council services and Xentrall ICT to design, implement and maintain digital solutions to enable the delivery of high-quality customer services.	
2.	MAIN RESPONSIBILITIES AND REQUIREMENTS	
	1.	To lead assigned projects and initiatives for the design, development and implementation of suitable digital and technology solutions and components, working in partnership with council services, other partner services and 3 rd party suppliers.
	2	To lead assigned projects and initiatives that develop and enhance a range of AI-enabled digital solutions, delivering a seamless, high-quality service to customers and end-users, and building AI capability and capacity across the Council.
	3.	To ensure the effective integration of digital solutions with relevant line of business applications to enable seamless customer transactions.
	4.	To develop, manage and maintain systems within Digital Service and Systems remit and for identified partner services, including identity management and the development and configuration of forms, workflow and scripts.
	5.	To identify opportunities for digital transformation and service improvement including contributing to the design and development of new models for service delivery and the design and specification of technology enabled solutions.
	6.	To manage assigned staff and budgets in accordance with the Council's defined policies and procedures.
	7.	To lead, develop, mentor and coach staff to ensure that team performance is high and customer experiences are positive. This

		includes identification of training and development needs and ensuring appropriate training and learning is provided.
	8.	To support Council services in implementing and using customer channel capabilities, including training and guidance.
	9.	To contribute to relevant strategies, plans and performance improvement activities as required.
	10.	To configure systems to provide a range of management information to inform service decisions, designs and resourcing including customer demand across channels and resource assignments.
	11.	To actively seek feedback from customers and partner services, ensuring that views are captured and used to inform service improvements.
	12.	To provide technical cover to maintain service continuity as required
	13.	To provide information, support and guidance to customers and other council services as required.
	14.	To liaise with colleagues across the Council and other agencies and to represent the service at work groups, meetings and forums as required.
	15.	To manage developments and changes in accordance with project management principles.

3. GENERAL

Job Evaluation - This job description has been compiled to inform and evaluate the grade of K using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high-quality level of service, commensurate to the standards required by Stockton-on-Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition, employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during their work.

Job Description dated February 2026

PERSON SPECIFICATION

Job Title/Grade	Digital Solutions Lead	K
Directorate / Service Area	Corporate Services	Digital Services and Systems
Post Ref:		

	ESSENTIAL	DESIRABLE	MEANS OF ASSESSMENT
Qualifications	Educated to degree level or equivalent or demonstrable directly relevant work experience to an equivalent level of knowledge.		Application form Selection Process Pre-employment checks
Experience	Demonstrable experience of: - Participating in the design, delivery and maintenance of digital solutions including AI initiatives. - Leading staff and resources to deliver an agreed set of outputs and outcomes. - Experience of developing digital solutions. - Designing operating processes to inform the configuration of solutions. - Successfully managing the performance of individuals and teams of staff involved in service delivery. - Maximising the contribution of team members. - Managing customer complaints and feedback professionally and sensitively.	- Knowledge and understanding of local government - Project Management Experience - Implementing, configuring or maintaining CRM or line of business applications used within Local Authorities - Experience of managing the development and implementation of automated processes through integration between applications.	Application form Selection Process Pre-employment checks

	• Working in a complex political environment, including understanding the particular requirements of elected members. • Promoting positive cultural change. • Implementing improvements to services and demonstrating outcomes. • A proven track record of delivering within budget and to deadlines.		
Skills	Demonstrable ability to: • Understand the various needs of the Council's customers and the impact on customer solutions. • Understand the opportunities and challenges of digital technologies within a local authority customer context. • Lead teams of staff involved in service delivery. • Communicate effectively with a range of stakeholders • Work in partnership across council services • Initiate, develop and implement service policies and practices within a political environment • Participate in the delivery of programmes and projects within a structured framework or methodology including the evaluation of success • Capture, interrogate, analyse and interpret complex data and information from a range of sources and use it effectively to inform service priorities and improvements • Demonstrate political sensitivity and awareness • Demonstrate personal leadership with authenticity • Ability to identify areas of improvement, through performance management and service feedback. • Ability to establish and maintain productive working relationships with key stakeholders at all levels	• An understanding of the Council's core values and objectives	Application form Selection Process Pre-employment checks

Specific behaviours relevant to the post	• Demonstrate the Council's Behaviours which underpin the Culture Statement. • Creativity and innovation • Customer focus • Committed to continuous personal development for self and others • Personal effectiveness • Confidence to implement solutions and to challenge traditional thinking • The personal demeanour and credibility, which inspires confidence and motivates colleagues • High personal standards of self-discipline in working to deadlines • Highly motivated, energetic, winning, not easily discouraged		Application / Interview
Other requirements	Willing to work outside normal office hours occasionally		

Person Specification dated February 2026

 Stockton-on-Tees BOROUGH COUNCIL	KNOWN RISKS FOR THIS ROLE
DIRECTORATE: Corporate Services	SERVICE AREA: Digital Services and Systems
JOB TITLE: Digital Solutions Lead	
GRADE: K	
JOB LOCATION / BUILDING: Dunedin House	
REPORTING TO: Lynn Whitecross	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health		
Known Risk	Yes	No
Noise: Employee is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s ² A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.		
Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: ○ Work which removes, repairs, or disturbs asbestos ○ Ancillary work (work associated with the main work of repair, including maintenance work on equipment) ○ Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		x
Confined Spaces - Safety Critical: Employee will be required to work in a confined space where specialist equipment or breathing apparatus is needed.		x
Working at Heights - Safety Critical: Employee will be required to work at a height .		x
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		x

Other Known Risks		
Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to drive a Council vehicle or regularly transport service users/clients/pupils in their own vehicle as part of normal duties.		x
Food Handlers: Employee will be preparing and handling food <i>Food Handlers Questionnaire to be completed and sent to Occupational Health</i>		x
Night Workers: Employee will be regularly working at night <i>Optional Night Worker Questionnaire available</i>		x
Lone Working (including Home Working): Employee will be required to work alone.	x	
DSE Users: Employee will be required to use Display Screen Equipment (DSE) <i>DSE Training and assessment should be completed on commencement – arranged by manager</i>	x	
Any Other: Please identify any other known risks associated with this job role.		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: L Whitecross

Date: 18.5.26

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk