**Bromsgrove District Council and Redditch Borough Council**

**Job Description and Person Specification**

**Job Title:** ICT Operations Team Leader

**Directorate:** Transformation

**Grade:**

**Responsible to:** ICT Transformation Manager

**Responsible for:** ICT Project Officers, Application Support, Web Team, Information Management and GIS.

**Purpose of the Service**

* ICT Projects are delivered using the Prince2 methodology to an agreed quality, within budget and on time – with any exceptions reported to senior management at the earliest opportunity.
* Corporate business requirements are understood and delivered against when procuring or creating a new business Application. Ensure existing applications remain working correctly and fix any problems that do occur, promptly.
* Digital platforms used to deliver internal and external customer information are kept up-to-date, effective and secure.
* Support the organisation's goals and objectives by ensuring that its information assets are effectively managed and used to achieve strategic outcomes.
* Support an Authorities key objectives and goals by using GIS strategies, tools and techniques to manage, analyse, and visualize geospatial data to inform decision-making and improve operational efficiency.

**Purpose of the Role**

As the ICT Operations Team Leader for our local government organisations, you will lead a team of professionals in the design, development, implementation, and maintenance of ICT based Projects, Business Applications, Internet and Intranet Systems, Graphical Information Systems and in addition lead on all aspects of Information Management. You will ensure the delivery of high-quality solutions that align with the organization's goals and objectives, while also adhering to government regulations and policies.

The post holder will be required to work on their own initiative and independently from a manager for most of their working time and this will include making decisions that could affect wide areas of the organisation. This may include working evenings and weekends to manage particular situations. The ICT Operations Team Leader actively builds a professional relationship with customers and understands and delivers the help they need to enable them to improve their service delivery. The role will involve working closely with other ICT teams, as well as internal and external stakeholders, to deliver effective and efficient ICT services to the organisation.

**Main Duties and Responsibilities**

**Role Principles**

* Maintain a thorough knowledge of ICT principles and legal requirements applying to the UK public sector environment.
* Be aware of service driven legislation which may affect the design, development, implementation, and maintenance of ICT Applications and Information data sets.
* Be aware of data protection and freedom of information legislation and copyright guidance, ensuring these principles are always adhered to.
* Ensure that efficient business processes are used at all times to deliver the ICT Operations service.
* Ensure that automation is used wherever possible to deliver the ICT Operations service.
* Promote the use of efficient business processes and automation to our customers to help in the delivery of their services.
* Ensure the balance between digital security and our customer’s requirements to deliver their service are met at all times, and ensure senior managers are made aware of any conflicts immediately.

**General Principles**

* Participate in staff development, appraisal and training as appropriate, including continuous professional development.
* Understand the reasoning and decisions taken on the team’s behalf to build a culture of honesty, transparency, respect, trust & empowerment
* Foster a positive, non-judgemental culture
* I build trust with customers so I understand their needs and what matters to them. I listen and act on that, and take responsibility for helping improve their ICT environment.
* I take as long as is necessary to understand the customer, and deliver the correct resolution first time.
* I do not let people down. I do what I say I will when I say I will.
* I recognise and value the capabilities of customers and provide the right level of accurate advice and support to meet the needs of the customer.
* If I have to refer the customer to another officer or service, it is my responsibility to ensure the hand-off is 100% clean.
* I take responsibility for continuously building my skills, experience and knowledge. This includes keeping up-to-date with innovative and relevant technology, legislation and policies in order to ensure all advice is current and appropriate, as well as the people skills I need to ensure I am effective;
* I pursue excellence in every aspect of my work.
* I am creative in my work with customers and open minded to change. I use data and measures to constantly learn and improve.
* I take ownership of the issue I am dealing with and ensure the customer is happy with the outcome provided.
* I use the expertise of others as required to help me learn and improve.
* I work closely with other members of the team, and offer support to others to help them learn and solve issues.
* I identify and work collectively with the team to remove barriers that affect our ability to deliver against purpose.
* I will communicate with customers and team members clearly, effectively and in a timely manner.
* I will apply good time management to my role to ensure excellent service delivery to customers.
* I will have a flexible approach to work and will support other areas of the service by covering other roles as demand requires.
* I will ensure efficiency, effectiveness, and equality in service delivery.
* I will exercise proper integrity and respect of confidential matters and personal information obtained during the execution of the duties of this post.
* I will reflect the Council’s core values and objectives in undertaking the duties of this post.
* I will provide outstanding customer services to all customers, colleagues, and elected Members in line with the “Every Customer, Every Time – Everybody Matters” strategy. In particular by building trust, taking responsibility and assuming ownership of issues, actively listening, communicating with empathy and being flexible and adaptable to meet the needs of others.
* I will understand and comply with the legal requirements of the Health and Safety at Work Act 1974 and any other relevant regulations as detailed in the Council’s Health and Safety Policy Statement.
* I will carry out duties and responsibilities under the Data Protection Act 1998; in particular, to take all reasonable care that no unauthorised loss or disclosure of personal data occurs.
* I will, whenever possible, ensure that the Council(s) strategic purposes are met.
* I will participate in a Performance Review and Development meeting and undertake a plan of training where necessary. Develop my own skills and expertise in a professional manner and help other staff to do the same.
* To represent the Council and Directorate in a professional manner meeting the Corporate and Directorate aims. To comply with Directorate and Corporate policies.

**Key Tasks**

* Manage, on a day-to-day basis, the ICT Operations team that includes ICT Project Officers, Application Support, Web Team, Information Management and GIS Officers.
* Lead, manage and mentor your team to ensure high quality, efficient and effective ICT services are delivered to the local government organisation.
* Responsible for the recruitment and performance management of designated teams and individuals in accordance with the corporate management framework.
* Ensure that systems and procedures for monitoring and reporting on service outcomes are in place and operated effectively, and that action is taken to deal with exceptions, problems, and unforeseen events in a timely manner.
* Proactively identify and manage risks to the ICT Operations service ensuring that appropriate security measures are in place to protect against unauthorised access, data breaches, viruses and other security threats.
* Ensure that the ICT Operation Team is compliant with relevant policies, standards and regulations, including data protection and information security.
* Work closely with other ICT teams to deliver integrated, high quality ICT services to the local government organisation, ensuring that service levels and standards are met.
* Manage and maintain relationships with internal and external stakeholders, including other local government organisations, suppliers and contractors, to ensure that ICT services are delivered in a cost-effective and efficient manner.
* Develop and implement ICT strategies and plans, ensuring that the ICT Operations team contributes effectively to the achievement of organisational goals and objectives.
* Continuously review and improve ICT Operations processes and procedures, identifying opportunities for improvement and implementing changes as required.
* Collaborate with cross-functional teams, including elected officials, to identify and prioritise technical projects and initiatives that support the organisation's strategic goals and objectives.
* Manage third Party Service Providers, Contracts and Contractors to ensure contractual, financial, Service Level Agreements and Council business obligations are met.
* Develop and implement project plans, timelines, and budgets.
* Monitor and report on project status, risks, and issues, and provide regular updates to senior managers, elected officials and other stakeholders.
* Create and maintain policies, procedures, and standards for ICT systems and infrastructure that align with government regulations and policies.
* Manage vendor relationships and negotiate contracts for hardware, software, and services that comply with government regulations and policies.
* Keep abreast of emerging technologies and industry trends to ensure the organisation is efficient and innovative.
* Ensure that Cyber Security remains a key priority at all times and that any conflicts between security and the Organisations operational requirements are escalated to senior managers in a timely manner.
* Maintaining close working relationships with customers to assist in the choice and development of ICT solutions to ensure adherence to the enterprise architecture and security guidelines.
* Ensure timely, clear, and concise communications are sent out to customers regarding any service developments, improvements, problems, or outages which may affect them.
* Create and develop appropriate ICT Strategies that support the organisation's strategic goals and objectives.
* Create and develop appropriate ICT Policies that support the organisation's strategic goals and objectives.
* Ensure that team business continuity plans are in place, to ensure continued operation of the service in the event of any physical, technical, or environmental disaster. Ensure that the risks are identified, reported, and mitigated.
* Ensure that recommendations from audit reports are acted on correctly and in a timely manner.
* Comply with the Council’s financial regulations, standing orders and other service protocols at all times.

This post is subject to DBS checking process

**Person Specification**

The specific skills, knowledge, abilities, qualifications or behaviours which are needed to effectively undertake the main duties and achieve the job purpose. These will be assessed using the information available from:

1 – Application form

2 – Interview

3 – Exercise (e.g. psychometric, case study, presentation etc)

4 – Evidence (e.g. certificate, membership card, course registration etc)

Each item is also marked as Desirable (D) or Essential (E)

**Person Specification – ICT Technical Team Leader**

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| --- | --- | --- |
| **Requirement** | **Essential/**  **Desirable** | **How Assessed**  e.g. Application Form (Form) Assessment Centre (AC) Interview (Int) |
| **Qualifications** |  |  |
| A degree in a relevant subject  ILM Level 3 Management Diploma or equivalent  Practitioner level PRINCE 2 project management.  Commitment to continuing professional development | E  E  E  E | Form  Form  Form  Form |
| **Knowledge & Understanding** |  |  |
| Proven ability to manage resource using a recognised project management methodology.  Proven ability to implement complex business solutions to agreed standards and within timescale and budget.  Proven ability to support business transformation initiatives by utilising information (including graphical information), process change, web technologies, automation, software interfaces and systems integration.  Knowledge of current ICT Service delivery issues and techniques, particularly relating to a Local Government environment.  Ability to engage in negotiations with external suppliers and internal customers to deliver the required business solution.  Detailed knowledge of Application Support, Web based solutions, Information Management and GIS. | E  E  D  E  E  E | Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview |
| ***Experience*** |  |  |
| Three years’ experience of ICT delivery, service transformation and business change within local government, and at a senior level.  Minimum of 1 years’ management experience.  Good understanding of key areas of responsibility including Project Delivery, Application Support, Web Team, Information Management and GIS.  Experience of evaluating and planning modern ICT business change projects.  Demonstrable experience in contributing to and maintaining a high quality service.  Experience of process review and implementation of process change  Evidence of success in building and developing partnerships and working effectively with a wide range of customers.  Evidence of managing team workloads and outputs to achieve agreed measures.  Experience and knowledge of modern information and communication technology systems and of how they can transform and enhance the functions of the business.  Proven ability to plan, organise and manage priorities, projects and workload. | E  E  E  E  E  D  E  E  D  E | Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview  Form/Interview |
|  |  |  |
| ***Behavioural Competencies*** |  |  |
| * Excellent active listening skills. Communicates clearly and effectively, both verbally and in writing | E | Interview |
| * Takes responsibility for own learning, including pulling support and expertise to solve customer problems. | E | Interview |
| * Excellent team leading skills | E | Interview |
| * Able to work under pressure | E | Interview |
| * Able to deal with customers tactfully and sensitively | E | Form/Interview |
| * Able to maintain confidentiality at all times | E | Interview |
| * Able to work within health and safety guidelines, ensuring safety of self and others | E | Interview |
| ***Personal Qualities*** |  |  |
| * Professional | E | Interview |
| * Able to remain calm and collected | E | Interview |
| * Trustworthy. | E | Interview |
| * Creative and open minded * Recognises and values people’s strengths and seeks to work with and build on their capabilities | E  E | Interview  Interview |
| ***Circumstances*** |  |  |
| * Able to work flexibly to meet the needs of the customers which includes evenings, weekends when required and in various locations across Bromsgrove & Redditch Councils and neighbouring Authorities. | E | Form/Interview |
| * Full driving licence and use of a vehicle during work hours | E | Form/Interview |