

## **JOB DESCRIPTION**

|                                 |  |
|---------------------------------|--|
| <b>Directorate:</b>             | Executive's Department   |
| <b>Division:</b>                | ICT and Corporate Services   |
| <b>Post No &amp; Job Title:</b> | C63 ICT Manager  |
| <b>Grade:</b>                   | Grade 15   |
| <b>Responsible to:</b>          | Head of ICT and Corporate Services   |
| <b>Responsible for:</b>         | ICT Service Delivery Manager and Information Governance Officer  |
| <b>Main purpose of the job:</b> | Lead and develop ICT Service Delivery, Information Governance, and Business Transformation teams to ensure they have the requisite skills and resources to provide a first class, professional service to the organisation and our users. Develop and oversee the ICT strategy and promote business development and improvement in line with the Council's core objectives and priorities. Ensure that the necessary frameworks and standards exist for the entire ICT Services, and information governance controls and procedures are aligned to data protection laws. |

### **Main Duties and Responsibilities:**

1. To lead and manage the ICT Service Delivery function and resources including; Service Desk, Network Infrastructure, Physical Assets, Security of the Network / Environment, Surveillance equipment and monitoring services. To manage physical ICT assets over all sites covering the extent of the borough. Ensuring conflicting priorities are managed effectively whilst maintaining appropriate service levels.
2. To lead and manage the Information & Quality Management function and resources, assuring the protection, integrity and retention of the authority's data and information assets ensuring legal compliance. To develop the supply and distribution of information (Business Intelligence) to improve decision making. Involves sourcing, managing and exploiting internal and external information to meet the requirements of the Council. The definition and implementation of a corporate Quality Management System.
3. To lead and manage the Business Transformation function and resources, managing the councils change programmes and to lead on transforming council wide business processes, the creation and redesign of systems and setting precedents to achieve significant and realisable efficiency gains. To measure and report cashable and non-cashable benefits.
4. To lead and manage the Systems Development function and resources, establishing and

enforcing site standards. Creating technical specifications, designing solutions and responsible for innovative and bespoke software development to support the implementation of services.

5. To lead and manage on Information Management and Governance function and resources, establishing best practise to adhere to data protection law, and ensure the Code of Practise is followed for all surveillance equipment and monitoring services.
6. To maintain legal compliance through managing the appropriate Licensing of all Software.
7. Oversee and assist in the development of surveillance technology across all service areas.
8. Manage ICT systems and Surveillance maintenance agreements and contractual terms with suppliers. To lead on proactively seeking service improvements with third parties where needed and take action to eradicate unacceptable levels of service through commercial negotiation.
9. Undertake account management role for ICT ensuring ICT is aligned with the business through strategic and tactical management of the service. Build relationships with senior management and members to ensure support is obtained for ICT initiatives
10. Work to implement and achieve compliance with industry best practice standards for the management and improvement of ICT services. These include ITIL for ICT and to assure the security of information assets by maintaining compliance with relevant statutory standards (e.g. PSN CoCo and PCI-DSS).
11. To lead and manage Change Control throughout ICT, Information Management, Development, and Business Transformation.
12. Responsible for the management, review and preparation of the ICT Services Capital and Revenue budgets. To ensure that the provision of ICT Services is efficient and cost effective. To ensure financial management of the councils BBSi portfolio is effectively controlled avoiding overspend and obtaining efficiencies wherever possible.
13. Produce relevant departmental reports, operational statistics & KPI's ensuring ICT Service Delivery, Information Governance, Development, and Business Transformation achieve their performance targets.
14. Define the ICT Strategy advising the business on technical direction and best practice operation. Develop supporting Strategies, Policies, Procedures and Guidelines to enable and support ICT, GIS, Information Governance, Development, Business Transformation and Project Management.
15. Construct the annual Business Transformation Programme and oversee delivery by efficiently managing the ICT, GIS, Development, Information Management and Business Transformation resources.

16. Work with partner Councils to identify and exploit opportunities to deploy technology based Shared Services. To lead on technical strands across partnership forums (e.g. East Midlands WARP, CTAG, LGA).
17. Manage projects and negotiations for procurement opportunities and fulfil strategic alignment of systems and technologies with the corporate plan.
18. Prepare and review the Disaster Recovery Plan, ICT User Guide, Security Policy, Technical Infrastructure Architecture and SLA's
19. To keep abreast of emerging technologies, standards and management methods with regard to Transformational Government, the Government ICT Strategy and Modernisation in order to contribute to the Councils continual requirements for good service delivery supported by effective back office systems and procedures
20. Creation and establishment of Frameworks, Policies, Procedures and Standards pertinent to the professional delivery of ICT Service Delivery, Development, Information Management, and Business Transformation.
21. Holistic approach to technical and business solution design. Create technical solutions and promote the techniques and technologies to drive constant improvement to the electronic delivery of Council services and providing internal consultancy and expertise on technical solutions.
22. Manage relationships with departmental heads and senior management over technical and development needs. Consult with all internal customers, external partners and Citizen Focus Groups within agreed frameworks as the need arises in support of transformational changes.
23. Manage, coordinate and identify training and development needs of all ICT Services staff. To have responsibility for all aspects of staff management including dealing with complex people management issues as they arise e.g. disciplinary and capability issues.
24. To prepare reports and present to the Members Computer working group and GMT on progress made against the BBSi portfolio and ICT developments.
25. Carry out any other duties that are within the scope and grading of the post which could also be requested by the line manager or Head of Service.

### **DESIGNATED CAR USER**

A car user status has been attached to this post.

### **SPECIAL CONDITIONS**

Where applicable: Duties may include attendance at evening meetings and/or work outside normal office hours.

Evenings and weekend work may be required occasionally to address the support service and project delivery

**RESTRICTIONS**

This is not a politically restricted post.

This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.

**NOTE**

The above job description sets out the main responsibilities of C63 ICT Manager but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.

All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.