ROLE PROFILE

Role Title: Head of IT Services (MKC)

Service Group: LGSS IT Services

Accountable to: LGSS Director of IT Services

Grade: N

Date: Nov 2017

JE code: JE1662   **Competency Level: N**

Purpose of job   (outline what, to whom and why)

This post will lead and shape the LGSS service provision of Information Technology (IT) services to Milton Keynes Council. The Head of IT Services will lead and develop the LGSS IT Services for Milton Keynes Council aligned to both the supporting LGSS IT Strategy and the IT Strategy for Milton Keynes Council.

In addition, the post holder, in conjunction with the LGSS Director of IT Services will be responsible for the business relationship with Milton Keynes Council and any other LGSS IT supported organisations who join in the geographic area.

With a regular presence in Milton Keynes, the Head of IT will be responsible for growing and maintaining the business relationship between LGSS IT and all the elements of Milton Keynes Council.

Working closely with the LGSS IT Services Director, the LGSS Head of IT Strategy and Architecture and the LGSS Head of IT Operations, they will ensure that the IT Service delivers robust, reliable, technologically advanced cost-effective services enabling Milton Keynes' front-line services.

Core Purpose:

- To Lead the IT service delivery with the objective of attaining high levels of customer satisfaction and retention;

- In the Head of Service Role this post will be a key part of Milton Keynes's senior management team, working to deliver the Council's business strategy and understand the challenges and opportunities faced by Milton Keynes as it works to deliver transformed services across the area. This role must work closely with Milton Keynes' management teams to encourage the development, adoption and use of converged solutions already within the LGSS IT portfolio and also to highlight opportunities driven by business need and any gaps to be fed into the development of the IT Strategy, working with the Head of IT Strategy and Architecture.

- As a key part of the LGSS IT management team the individual will gain a knowledge of and network within the local Public Sector, especially in Local Government and Health. Using skill and experience this individual will work to grow relationships and identify opportunities for new Shared Services, either directly in IT or in other B2B services working with the wider LGSS team. Working with the LGSS Director of IT Services, IT business cases will be developed with other organisations for single solutions, functional areas or whole services.

- LGSS unique business model delivers better support for better public services by growing shared services and there by delivering true "More for Less". This role must work closely with the LGSS Head of IT Operations to deliver efficient joined up services and this will involve supporting the overall LGSS IT strategy and convergence plans to move towards single IT services wherever possible. This will involve merging operational teams into single functions which while they may be still geographically based in Milton Keynes will be supporting the whole of LGSS shared services. This may involve staff development, recruitment, training and re-training and management of staff resources. The role therefore requires a strong people management experience, and evidence of leadership and decision-making.

- Close working with LGSS teams will be required to understand both the IT Strategy and the huge portfolio of services and solutions available not only in IT but across LGSS. This means experience of team working within a large geographic area, an in-depth understanding of working in the public sector ideally coupled with experience of working with shared services.

Key Objectives (list what outcomes are essential)

1	Collaborate with the IT Director of Services, the LGSS IT Management Team, MKC Directors, senior Managers and Councillors as well as other key stakeholders across the organisation and its partners, to anticipate and identify emerging trends and opportunities, ensuring that IT is working to enable better front-line services.
2	Work closely with the LGSS IT Services Director, the LGSS Head of IT Strategy and Architecture and the LGSS Head of IT Operations, to ensure that the IT Service delivers robust, reliable and technologically advanced cost-effective services enabling Milton Keynes' front-line services.
3	Actively maintain awareness of current and future business needs and the opportunities for more innovative uses of emerging IT technologies in order to achieve service improvements and business outcomes.
4	Ensure that expert advice, guidance and information is available in an intelligible and timely fashion to the Milton Keynes Council Management team, the Director of IT Services and if required, the LGSS Management Board, regulators and other stakeholders.
5	Support the development, upkeep and promotion of Digital Strategies, working

	closely with the Council and the LGSS IT Head of Digital Services to align with the LGSS IT Strategy and create a roadmap for delivery.
6	Actively contribute and participate in the development and convergence of a true Shared IT Service in line with the LGSS IT Strategy.
7	Manage those teams in Milton Keynes that are becoming part of the wider LGSS IT through their transition into a true shared service and work closely with the LGSS IT Head of Operations to ensure services are maintained and improved during transition, and that colleagues are supported and encouraged to work towards new opportunities in the wider LGSS IT.
8	Manage on a line management basis teams which are continuing to deliver local support, ensuring opportunities for growth and development are recognised, whilst maintain strong local relationships with business teams.
.	Lead the people development of the Service Management IT teams in order to ensure that all agreed objectives, priorities, and financial targets are achieved on time.
.	Meet Milton Keynes Council and LGSS cost savings targets associated with both business as usual service delivery new projects and programmes of work.
.	Whilst recognising local needs and requirements, the Head of IT will support and push for the adoption of common LGSS service management tools and processes wherever possible and will work with colleagues to support and develop best practice across LGSS.

Scope (outline the size or scope of the role, direct or indirect responsibility for people, finances, resources and any special aspects of the role)

(People) Key contacts for the post include:

The post is required to interact with all levels staff in the authority, including CEO, Councillors, Directors, and staff across services, with key stakeholders outside the Council and with members of the public.

This is primarily a business relationship or business partner role responsible for working with clients in Milton Keynes to ensure their needs from the IT service are met. In this role they will largely be managing the delivery of services to 2300 users in Milton Keynes located across the council.

The local teams for IT desktop support and application support will be directly managed with an FTE of 15 whilst the bulk of services will be delivered by centrally based shared service teams, which this role will manage on a virtual basis.

This post will be required to present complex information in a simple manner to a wide range of audiences including Scrutiny Committees, Councillors, user groups and other stakeholders.

Finance: Financial Management

This post is directly responsible for a revenue budget in excess of £3m. The post is also responsible for providing advice to Members, Corporate Directors and Heads of Service on a range of investments to support transformational activities with influence over resources in excess of £4m.

Financial measure (e.g. income, expenditure, capital budget)	Amount (£)	Role (Direct control, joint control, advisory/influencing role)
MKC IT budget	£3 Million pa	Direct and Joint Control
MKC IT Capital projects	£4 Million pa	Direct control
MKC Retained IT Budgets	£20 Million over 5 years	Advisory/influencing

Work Profile   (outline the main areas of responsibility and accountability and competencies)

1. Ensure that staff within the Council and any external contributing organisations including partners, comply with all agreed policies, particularly those relating to system and information security, procurement process, health and safety, data protection and other relevant legislation.

2. To develop corporate strategy and policies for areas of responsibility and implement this to improve the business performance and reduce costs for the Council.

3. To work closely with the LGSS Director of IT Services and CLT in delivering continuous improvement across the authority.

4. To hold regular briefings with the Portfolio holder on IT and to prepare and present relevant papers to Cabinet or other Council Committee groups

5. To contribute to the Council's strategic vision and its delivery by leading and co-ordinating IT service planning across MKC. To ensure alignment in service plans with Council priorities outlined in the Council Plan

6. To manage efficient, effective services, enabling continuous service improvement and the delivery of expected outcomes.

7. To maintain leading edge knowledge and understanding of the area of the service's responsibility including effective data analysis to review performance and plan for improvement

8. To identify, analyse and interpret business needs and investigate, evaluate information systems and recommend solutions to meet agreed needs.

9. To identify requirements and work with partners to implement approved data sharing via controlled procedures and systems developed to meet jointly agreed data sharing protocols
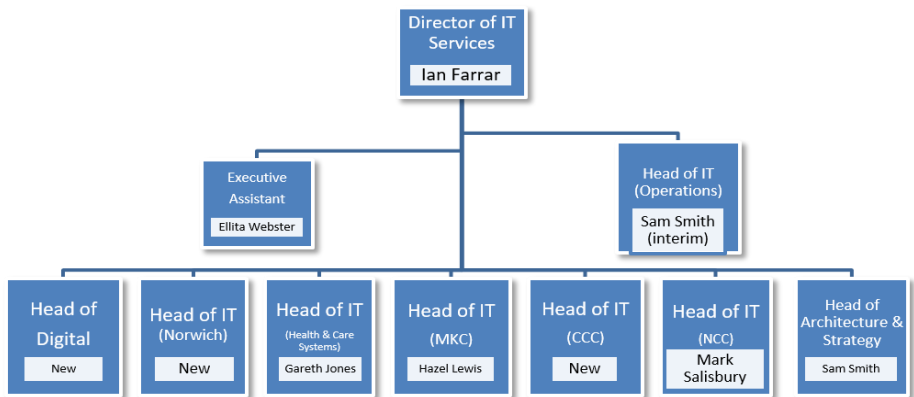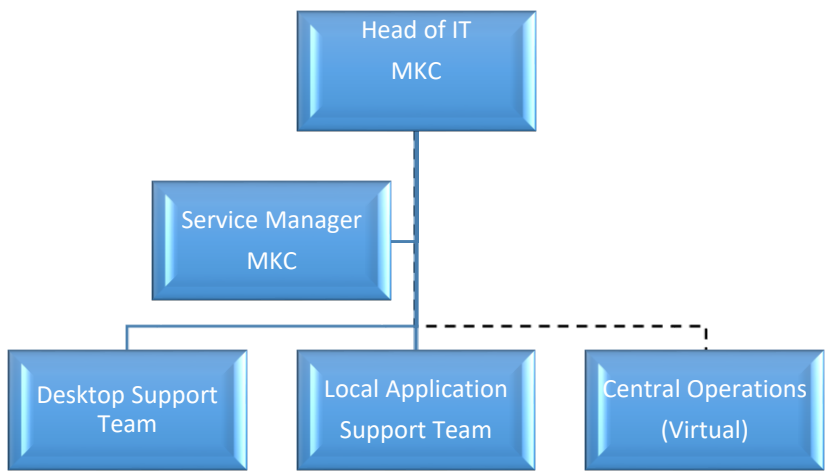
10. To provide specialist advice to staff within MKC and other agencies

11. To ensure regular performance management, appraisal and professional development for all directly line managed staff within the service in line with MKC Performance Management Framework

12. To plan, monitor and control the expenditure of service budgets and ensure resources, including staff, are deployed effectively.

13. To lead and co-ordinate the interpretation and dissemination of relevant legislation, reports and other publications

14. To ensure that appropriate health and safety policy and procedures are followed

15. To ensure customer focus and involvement in service design and delivery across the organisation.

16. To implement the Council's equalities policies

17. To undertake any duties of a similar nature commensurate with the grade as may be required from time to time

Leadership Responsibilities

1	Collective and strategic responsibility for working with the Chief Executive, the Corporate Leadership Team, LGSS management, other senior managers, the Cabinet, other elected members and external partners to improve outcomes in line with the Council's corporate priorities.
2	Active engagement with transformation and change programmes to shape the organisation as it evolves; constantly scanning the environment for opportunities to embed the 'one council' approach and identifying effective strategies to challenge resistance.
3	Application of corporate systems, frameworks and relevant statutory requirements to meet agreed standards for managing people, budgets, services, programmes and projects, health and safety, risk, and fulfilment of all the requirements of the senior manager role in Milton Keynes Council.
4	Lead, manage and develop effective relationships with contractors and partners, ensuring the Council's outcome requirements are clearly specified, delivery is monitored and managed, and performance standards met.
5	Commit to and model for other employees the Council's commitment to safeguarding and promoting the welfare of children and vulnerable adults. Follow the Council's safeguarding policies and procedures and behave appropriately towards children and vulnerable adults at all times, both in work and in their personal lives.
6	Ensure the IT service meets corporate equalities requirements; promoting the Council's equalities and diversity policies within the organisation, with partners and in all aspects of the role; ensuring that the services provided by Milton Keynes Council meet the needs of its diverse population and customer base.

7	Fulfil the Council's emergency planning duties.
8	Adopt sustainable working practices and targets both in terms of how services are delivered but also in respect of the way in which the organisation consumes materials and energy.

Job Context   (attach the organisation chart(s) relating to the role)

Head of IT
MKC

Service Manager
MKC

Desktop Support Team

Local Application Support Team

Central Operations (Virtual)

Director of IT Services
Ian Farrar

Executive Assistant
Ellita Webster

Head of IT (Operations)
Sam Smith (interim)

Head of Digital
New

Head of IT (Norwich)
New

Head of IT (Health & Care Systems)
Gareth Jones

Head of IT (MKC)
Hazel Lewis

Head of IT (CCC)
New

Head of IT (NCC)
Mark Salisbury

Head of Architecture & Strategy
Sam Smith

PERSON SPECIFICATION

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

Awareness some knowledge or skills sufficient to show aptitude and the ability to learn in the particular work area
Significant knowledge and skills gained through practice and/or qualification sufficient to fulfil the role requirements
Extensive knowledge and skills gained through practice and/ or qualification to fulfil the role requirements and contribute to training others and developing policy and practice in the work area

PERSON SPECIFICATION	Examples specific to role	Required		Level			Method of Assessment application form, interview, testing, reference
		Essential	Desirable	Awareness	Significant	Extensive	
SKILLS AND KNOWLEDGE **Technical knowledge and qualifications**	Relevant IT Industry accreditations (i.e. ITIL), Relevant Diplomas, Certifications, degree qualification; NVQ level 5 or equivalent; including all chartered professions and post-graduate qualification.	E				X	Application form/reference
Planning and organising work	Extensive experience of strategic planning and service delivery within local or central government or private sector, with a demonstrable and proven record of achievement in same. This will include experience of solution and business case development, analysis and interpretation of business requirements and in a multi-disciplinary and partnership environment as well as restructuring and integrating complex functions.	E				X	Application form/reference/interview
Planning capacity and resources	Knowledge and experience of leading and managing IT services	X				X	Application form/reference/interview

	at a detailed level including day to day line management and resource management of teams in both reactive and planned workload situations. Demonstrably able to plan resources to meet both immediate -including emergencies-, ad-hoc and long term requirements						
Influencing and interpersonal skills	**Customer centric style and ethos** Because of the shared service nature of LGSS the post holder must understand and relate to the needs of multiple customers and stakeholders, delivering what Milton Keynes Council need within the framework of a shared service.	X				X	Reference/interview
	Communication Skills High-level written and oral communication skills. High level interpersonal and influencing skills Able to relate successfully to people from a wide range of social and cultural backgrounds. Ability to develop excellent relationships with a wide range of senior stakeholders and technical experts	X				X	Reference/Interview
PROBLEM-SOLVING **Using initiative to overcome problems**	Ability to interpret complex, and sometimes conflicting data, in order to develop suitable responses for the delivery of a comprehensive and inclusive service. To provide 'problem solving' solutions together with creative thinking Ability to analyse situations and identify and communicate issues and potential solutions within the management team.						

Managing risk	Ability to identify, assess and manage risks and uncertainties, affected by internal and external events, scenarios and risks that could impede LGSS ability to achieve its strategy and strategic objectives	x				x	
Managing change	Change management is a key part of any IT function and post holder must: • be committed to seeking continuous improvement and responding positively to change • experienced in preparing team service plans to enable ongoing development and improvement of the service area • promote and actively support innovation, encouraging people to experiment with new and different methods in order to achieve purpose, balancing risk against the benefits. • generate and apply innovative and creative solutions to issues. • ability to assess and monitor internal processes and suggest changes in order to deliver continuous improvement. • lead on continuous improvement and respond positively to changes and support others in coping with change, demonstrates a flexible approach to pressure and problem solving in a timely and effective manner.						
ACCOUNTABILITY and RESPONSIBILITY **Undertakes tasks without supervision**	This senior leadership role requires the ability to work autonomously, managing service delivery and responding to competing requirements of a fast paced set of service areas.						

	Able to manage projects to agreed deadlines without supervision							
Managing people	**Leadership skills at the highest level:** • The ability to think and plan strategically • The ability to set and deliver realistic objectives • The ability to initiate and effectively manage change • The ability to lead and inspire teams of people including those from partner organisations whilst holding them accountable in terms of delivery • A creative and innovative approach to problem solving • The ability to prioritise the use of resources - human, physical, time - to achieve objectives	X				X	**Reference/interview/application form**
Managing financial resources	Identifying and procuring appropriate spend to support the framework	X			X		Reference/interview
	Budget Management Demonstrable achievement in successfully managing budgets in a demanding public arena.	X				X	Reference/interview

COMPETENCIES REQUIRED – All post holders must be able to comply with the Council's core competency **requirements, Customer Focus, Communicating and Engaging, Managing Resources and Risk, Organising and Improving Performance, Taking Responsibility, Team Player, and Excellent Leadership**

SPOKEN ENGLISH FLUENCY DUTY REQUIREMENT - The ability to converse at ease with members of the public and provide advice in accurate spoken English is essential for this post.

CORPORATE SAFEGUARDING STATEMENT – All post holders <u>must</u> be committed to applying and upholding the Council's Corporate Safeguarding Policy Statement. Specific safeguarding responsibilities should be detailed in this document.

Other information e.g.
- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Service Director	
Print Line Manager	Print Service Director	Date