

Chief Information Officer

JE Code: JE1662



Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council

Service: Finance and Resources
Reports to: Director of Finance and Resources (s151 Officer)
Job Family: Strategic Leadership
Grade: O
Political restricted: Y
Date: November 2023

Key Deliverables

1.	To support the Chief Executive, Deputy Chief Executive, Directors, Heads of Services and Milton Keynes Council by providing creating and delivering the ICT & Print strategic direction for MKCC, 3 to 5 years ahead, by defining long-term goals and objectives, developing policies and procedures, and identifying ways to leverage technology to improve business performance. Ensuring full engagement with key stakeholders including Councillors.
2.	To lead, motivate and inspire multi-functional teams delivering strong and effective management across all business areas, with successful delivery of effective, robust ICT and Print systems across all areas of MKCC. Delivering successful procurement outcomes to benefit the whole council. Responsible for delivering highly complex ICT solutions addressing any issues including all change initiatives and risk management across MKCC.
3.	Deliver processes that are streamlined, in line with strategic goals, promote and cultivate an environment that encourages employees to be innovative and productive, looking at new technology (ie AI) to continuously provide good practice and drive value for money. Ensure effective clear communication and collaboration in the delivery of ICT and Print services.
4.	Provide ICT leadership and challenge to support Directors and Cabinet with policy development, appraisal, and assessment through to implementation of all new technology.
5.	Responsible for creating the ICT & Print professional standards and practices within MKCC, ensuring ICT & print systems and network is secure and comply with industry regulations and standards.
6.	To provide leadership and effective challenge across a number of complex partnership arrangements including Shared Services, Health Bodies and external partners, while ensuring the security of MKCC network and data; protecting against all threats including reputational damage. Delivery of all external contracts impacting on service and security. Build, nurture and maintain effective relationships with local, regional, and strategic partners to optimise and align the MKCC ICT strategic objectives and benefits.
7.	To manage relationships with key external regulators and ensure that the authority is responding appropriately to meet its obligations, including External Audit, Cabinet office.
8.	Responsible for the development of the Councils Technology budget. Including ICT & Print budget, Capital programmes (£5 million).

Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs

Essential Requirements (key skills & qualifications)

1.	ICT professional with substantial experience of managing a multifaceted organisation, with evidence of Continuing Professional Development.
2.	Extensive knowledge and understanding of ICT and the security environment, ideally within local government.
3.	Proven track record of leading successful delivery of ICT functions across multi-functional teams with a number of different services.
4.	Experience of implementing complex projects and ICT & Print Systems across a large organisation.
5.	Working at a senior level with members and the leadership team and evidence of tackling difficult and complex issues and ensuring strong governance and decision making.
6.	Leading and influencing change both within a large complex organisation and with partner organisations.
7.	High level of critical thinking and judgement to balance complex issues and priorities with the highest level of integrity and professionalism.

Job Family

Strategic Leadership
Grade O



Colleagues expectations

- Be professional at all times
- Work together for the good of the team, council and local people
- Promote a supportive culture
- Challenge assumptions
- Take ownership
- Be willing to change and do things differently
- Always work in a safe manner

Managers expectations

- Be a role model by displaying positive behaviours at all times
- Make well-considered decisions
- Support, coach and communicate with my team
- Be accountable for my team's performance

The essential characteristic of Strategic Leadership jobs is that they bear responsibility for the planning and development of the Council's approach to its statutory and elective aims, maximising efficiency, value for money and the quality of service delivery across entire operating functions.

This element of the profile, taken from the job family descriptor for this grade, provides a general understanding of the level of work and demands required.

Role characteristics

At this level roles are Group Heads and are very substantial management posts that cover a group of services which may be provided across more than one employer. They are responsible for a number of service streams and their attendant policy, risk management and leadership initiatives.

The knowledge and skills required

Job holders require advanced theoretical knowledge to make appropriate judgements and decisions at this level. In addition, job holders will maintain ongoing professional development and have a thorough understanding of external legislative and societal change, as well as a deep understanding of the Council's operational structures which both support and depend upon the job holder's actions and advice. Roles will be professional experts, providing expert leadership across a number of Services.

Thinking, planning and communication

Job holders will use their professional expertise to deal with highly complex, pressing issues including change initiatives and risk management across an entire Directorate. They will also look well ahead and take a long-term, strategic view of their project and service delivery objectives over several years into the future, shaping several service's composition, approach and operating procedures in accordance with wider goals mandated by corporate management.

The information exchanged at this level will be routinely complex, contentious in nature and/or highly significant to the Council's reputation. Job holders will have additional demands placed upon them by the need to persuade others to adopt courses of action they may not otherwise wish to take, based on evidence-based and reasoned argument. This will occur in written interactions but can also be the case in face to face verbal exchanges where job holders will advocate the Council's position in response to opposing opinion in a formal or informal setting.

Decision making and innovation

The limitations to job holders' decision making will be only the broad policy and practice guidelines that exist at both a corporate and even national/professional level. At this level of autonomy, job holders will be the final arbiter of many escalated technical and professional disputes and problems. They will report to a Group Head and will devise and implement strategic plans and policy in relation to several service areas.

Areas of responsibility

With a diverse range of jobs being represented at this level, the precise blend of responsibilities for which the job holder is accountable will depend upon the service in which they operate.

Roles will focus on the needs of external service users or partners and will be responsible for critical day to day decisions with legal, reputational dimensions and the development of directorate level policy and functional procedures.

In addition, such roles are likely to have very high levels of responsibility for such elements as finance (very substantial budget management), information assets (council-wide systems) or premises (of extremely high value and critical operational importance).

Job holders will have full line management responsibility over several service areas, each with their own full management structure and featuring highly diverse specialties and employee profiles.

Impacts and demands

The combination of both tactical and strategic matters that job holders deal with means that roles are inherently very complex, demanding of particularly lengthy periods of concentrated mental attention. Job holders will manage very high levels of work-related pressure from deadlines, interruptions or conflicting demands.

At this level, tasks and duties will generally be carried out in a sedentary position but there will always be a requirement for standing and walking from time to time, and the occasional need to lift or carry items.

Job holders will not be required to develop and maintain working relationships with people who, through their circumstances or behaviour, place particular emotional demands on the job holder.

Job holders at this level will find themselves very occasionally exposed to some disagreeable, unpleasant or hazardous working conditions.