Job Description

Service:	3C ICT/Digital
Job title:	**ICT Senior Manager: Change Delivery and Finance**
Grade:	SM
Hours of work:	37
Responsible to:	Chief Digital Information Officer (CDIO)
Responsible for:	
Direct reports:	2
Indirect reports:	Circa 15
Budget:	£TBC

Purpose of Post:

Leadership of the Change and Adoption Delivery function, undertaking all IT-related change initiatives and ensuring benefit realisation, and ensuring change delivery and adoption 'best practice'. Ensuring all change delivery is to time, cost and quality standards/expectations.

This role will be responsible for providing professional advice that may shape how service areas operate and may need to use tact and diplomacy to ensure services remain safe and reliable. This may involve advising on alternative delivery models to those originally requested.

Advice may cover a wide range of subjects relating to strategic change, service performance, vendor management and financial management, which may have a significant impact on Council reputation and finances.

Accountability and ownership of all Performance Metrics across the ICT/Digital service and ensuring appropriate monitoring of all services against targets. Ownership of Continual Service Improvement initiatives.

Accountability of all procurement activity across all ICT/Digital service areas.

Leadership of all aspects of financial management, forecasting, and monitoring across all ICT/Digital service areas. Responsible for assurance of best value for IT services.

Leadership of day-to-day financial administration, including invoice reconciliation and purchase order management.

Leadership of all aspects of Contract Management and Vendor Management, to include ensuring continued value from contracts, and that all deliverables within contracts are received, and that contracts remain aligned with the needs of the Partner Councils.

To ensure the service is operating to, or has the correct plans to achieve, the 3C Digital Vision Statement.

Core Responsibilities

•   The role will be part of the senior management team of the Partner Councils and will be responsible for ensuring delivery of the digital aspect of the corporate plan and the provision of high-quality services to the residents, businesses, and visitors to Huntingdonshire.

• To provide strategic leadership across the Partner Councils, in the region and beyond, in the services under your control in driving economy and social benefit, and to develop and oversee the delivery of activity which achieves this.

• To provide strategic leadership and management for the designated service areas assigned to the post and to provide meaningful contributions to public sector work.

• To provide guidance and advice to service managers, partners and Council Members and Officers in relation to the role-specific accountabilities as set out below.

• To provide effective leadership and an enabling culture to support meeting the challenges of the Council's ambitions for the services under your control.

• To maintain an up-to-date and comprehensive understanding of issues across the services under your control, including Government policy, legislative compliance and good practice, interpreting and disseminating a Huntingdonshire response

The ICT Leadership Team works across all three Partner Councils and attends Leadership and Management Team meetings, often acting as their own employees, providing advice from a Partner Council and 3C ICT perspective. This is a complex environment to work in and requires additional skills and situational intelligence than a role within a single Council.

Key Deliverables:

Change Delivery (Portfolio, Programmes and Projects)

Leading the Design, development and monitoring of the methodologies, systems and processes relating to Change Delivery, ensuring effective and managed change within the ICT/Digital services and to the Partner Councils.

Ensuring that all change delivery meets time, quality, and cost thresholds, and that all proposed benefits of change delivery are measured/delivered.

Implement effective controls to demonstrate the capabilities and capacity required against a forecasted change pipeline, advising on resourcing needs in advance and providing confidence in future delivery capacity.

Undertake the resourcing and effective delivery of change programmes, ensuring benefits are realised and delivery is to time, cost and quality standards.

This role will make decisions regarding the delivery and management of change and adoption services, often without referring to the line manager or partner council leadership.

Implementation of Agile change practices and associated tools, processes and team structures

Implementation of Waterfall and Iterative change practices and associated tools, processes and team structures

Portfolio Management and operation of Project Management Office approaches to change prioritisation and delivery performance

Applying creative solutions to resolve problems that have a significant impact on business-wide and may cause service delivery issues for other departments or teams. Often, using negotiation skills ensures that corrective action can be taken within the constraints of technology and time.

To create a culture of continuous improvement and innovation, identifying opportunities for income generation, with plans for the effective implementation of efficiency savings.

3C ICT Portfolio Board

This role will chair the Portfolio Board, interacting with the Transformation Leads (PMO Leads) of the Partner Councils to prioritise future work and to demonstrate work allocation/resource apportionment.

Continual Service Improvement

To establish, maintain and monitor an effective Continual Service Improvement approach across all ICT/Digital Services, ensuring ongoing delivery and service improvements across all aspects of the 3C ICT/Digital Service.

Procurement

This role will be in regular contact with partner council procurement colleagues to provide assurance regarding new procurement activity.

Vendor Management

Vendor management, to include procurement, contract management and vendor liaison

Service Planning and Management

Plan and implement strategies, policies and plans as agreed with the Partner Councils. Own internal strategies and plans to determine the success of the managed teams

To manage the organisation structure, capacity, capabilities and training requirements of the team, to ensure alignment with the 3C Digital Vision and Priority Remediation projects

Ensure security and resilience in the service, and that the service develops and has in place consistent processes, meets or exceeds service standards, and continually develops itself to meet current and future needs.

Financial Management

Management of budgets within the team, and the management and appropriate escalation of project finances. May be expected to amend approaches to ensure the ability to meet budget targets.

People and Performance Management

This role will be accountable for the establishment and effective monitoring of KPIs across all 3C ICT/Digital services, and ensuring these demonstrate an accurate status of service delivery and customer perception.

Accountable for the process of effective team, service and colleague performance management, demonstrating best-value approaches, and ensuring capability and capacity elements are aligned to meet operational IT and change delivery KPIs.

Members/Councillors

This role may need to interact with Council Members in the event of issue escalation or delivery of key operational reports, on behalf of the CDIO

Senior Leadership/Chief Executives

This role will regularly communicate with the 3C Shared Service Directors and other Council Leadership positions about operational IT matters, directly or on behalf of the CDIO

To actively promote the Council's ambitions for the services under your control, and to work with relevant regional and national agencies, the Combined Authority, internal and external partners, and other strategic and funding agencies to secure resources that facilitate delivery and maximise investment.

To develop and maintain strategic relationships and alliances across a range of key partners.

Service Managers (Heads of Service)

This role will have regular contact with Service Area managers, advising them of operational performance/issues and supporting any initiatives to improve service delivery.

This role will be available as a specialist to support senior management, including providing a tactical response, during incidents and emergencies during working hours and work flexibly in the event of an out-of-hours incident.

Other Responsibilities

To perform any other duties imposed by law, or which the Council may reasonably require.

Local Government and Housing Act 1989 – Politically Restricted Posts

In accordance with this legislation, this post is politically restricted and as such the post holder must refrain from being a candidate for election, an election agent or sub agent, an officer of a political party, or subcommittee of such a party or canvass, speak to the public at large, publish written or artistic work or display posters in support of a political party or sub group of such a party.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	(E) Degree level in relevant subject (IT, Business Studies etc) or equivalent and relevant industry experience (E) Qualifications in Change Delivery across Waterfall and Agile methodologies (D) Qualifications in Portfolio and Programme Management (D) Qualifications within Service Management, Change and Adoption, Procurement, Financial Controls
Experience Experience the person would need to do the job (E) Essential (D) Desirable	(E) Significant experience working at a senior Change/Transformation Delivery level, delivering against SLAs (E) Establishment or Management of a corporate Project Management Office delivering Portfolio, Programme and Project-based change. (E) Working within a public sector organisation, or similar organisation with a social remit/not-for-profit

	(D) Experience of Leadership within a shared service environment, delivering services to several clients
	(D) Experience of managing finance functions, or managing complex budget forecasts
Skills and Abilities Specific skills the applicant would need to do the job (E) Essential (D) Desirable	**Leadership and Partnerships** (E) Experience of working within complex stakeholder environments (E) Experience of delivery within managed frameworks to SLAs and targeted performance (E) Experience of vendor management, to include procurement, contract management and vendor liaison **Programme and Change Management** (E) Establishment or Management of a Change Delivery function and associated processes (E) Experience of delivering change projects within a defined methodology to meet time, quality and cost constraints (E) Experience of operating a Continual Service Improvement approach to technology, processes and services **People and Performance management** (E) Experience of developing and building teams and staff; setting culture and mentoring teams (E) Experience of measuring and managing performance and taking effective action as required.

	(E) Experience of setting team and personal objectives aligned to Corporate, Team and Culture priorities
	Budget Management
	(D) Establishment or Management of Budget Management or Finance Team, and associated processes
	(D) Establishment or Management of a Contract Management Team, and associated processes
	Corporate Responsibility
	(E) Experience in ensuring that all activity complies with appropriate Council decision-making processes.
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council	**Decision Impacts** Decisions made by the postholder could have an impact on partner councils achieving corporate priorities and delivering Corporate Transformation ambitions through change initiatives requiring ICT/Digital input. Financial mismanagement may impact wider financial position of partner councils. Inability to appropriately align budgets with the correct apportionment to the partner councils may result in reputational damage to the 3C Shared Service. Failure to adopt appropriate procurement approaches may open the partner councils to vendor challenge and reputational or financial damage.

Communication with Internal and External Customers What customers the applicant would be in contact with in the job	80% Internal, 20% External The postholder may liaise with colleagues across all partner organisations, and at all levels including; • Digital Leads • PMO/Transformation Leads • Members • Directors • Heads of Service • Internal Audit The postholder will liaise with external organisations, including; • Existing Vendors/Suppliers • Potential suppliers • External Auditors

Personal Attributes and Other Requirements	Resilience
In this section please list any other qualities you are looking for from the applicant	This is a demanding role delivering complex services to three Partner Councils with a complex stakeholder environment
(E) Essential	The postholder will be remediating existing services, creating new services, delivering change, whilst ensuring maintenance of existing systems, often with conflicting deadlines and expectations
(D) Desirable	
	Gravitas / Negotiation
	The postholder must project confidence and knowledge with the stakeholder groups, and ensure agreement to complex subject matters with senior officers who may not fully understand the technologies or consequences of decisions
	Challenging/Curious
	The post holder will seek to challenge existing thinking and perceptions and be able to ask relevant and searching questions, often within technical subject areas, with subject matter experts, in which the postholder does not have extensive personal experience
	Self-Reflection
	The postholder will seek to gain understanding of how others perceive the actions and culture of them, and their services, and implement improvement

	activities, or seek mentoring to support their development
HDC values icare	The values outlined below reflect our collective positive attitude and how all staff are expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers.

	Accountable: We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.
	Respectful: We respect people's differences and are considerate to their needs.
	Enterprising: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.