Job Description

Service:	3C ICT/Digital
Job title:	**ICT Snr Manager: Customer Experience**
Grade:	SM
Hours of work:	37
Responsible to:	Chief Digital Information Officer (CDIO)
Responsible for:	
Direct reports:	2
Indirect reports:	40+
Budget:	£TBC

Purpose of Post:

Leadership of all ICT and Digital colleague-facing Support Services (including the Service Desk, End-user Compute and Application Support functions), undertaking all customer-facing support functions (except for Operational IT services).

Accountable for the delivery of customer-centric support services that meet expectations and SLAs and driving a culture of continuous improvement. Responsible for demonstrating a positive customer experience through metrics and feedback from the customer.

Accountable for ensuring incidents and service requests which can impact wider partner council service delivery are handled professionally and quickly to minimise impact. To ensure issues which cause service impacts are minimised and are not recurrent.

Accountable for establishing training needs, and knowledge base improvements, to support colleagues' effective use of ICT systems and Collaboration Tools (M365) to drive digital adoption and service-led digital transformation.

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, often advising on alternative delivery models to those originally requested.

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:

Service Management

Leading the establishment or delivery of services within an established Service Management Methodology.

Establishment and monitoring of performance metrics and SLAs to provide assurance of service delivery and identify areas requiring improvement.

Establish creative solutions to resolve problems that have a significant impact on business-wide and may cause service delivery issues for other departments or teams. Using negotiation skills to ensure 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.

Service Desk

Establishing an end-to-end Service Desk function that underpins the ability to support colleagues across the Partner Councils and to ensure effective working practices and minimising any periods where colleagues are unable to work.

Implementing ITSM Tool 'best practice' to enable performance management and alignment to Service Management methodologies

End-User Compute

Implementing a full lifecycle asset management related to user devices

Delivering applications via a variety of methods to support low maintenance adoptions, to include virtual streaming, installed, SaaS, local data centre and cloud-tenancy options.

Vendor management related to device procurement, establishing the devices required to meet varying user needs and ensuring appropriate devices are procured at the best price, and to meet anticipated demand

Communications

Managing organisation-wide communications and managing complex stakeholder relationships in the event of a Major Incident or service-wide outage.

Training & Knowledgebase

Establishing approaches to improve digital literacy across a diverse user-base

People and Performance management

Accountability for developing and building teams and staff; setting culture and mentoring teams

Measure and manage performance and take effective action as required.

Set team and personal objectives aligned to Corporate, Team and Culture priorities

IT/Digital Service Management

Adoption and alignment to Service Methodologies will underpin the performance of the wider ICT/Digital service and enable considerable service improvements. It will reduce 'poor practice' and improve ability to retain and attract staff.

Implementing Problem Management approaches will reduce the number of issues which are experienced regularly and address long-standing issues to improve customer experience and reduce outages/incidents.

Support Services

Effective support services improve morale of colleagues within partner councils, and ensure they are fully able to perform their roles with minimum disruption when issues are experienced.

End-user Compute & Asset Management

Effective asset management reduces loss of devices and reduces wider costs associated with devices procured. This also reduces cyber risk.

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 review the organisation structure, capacity, capabilities and training requirements of teams reporting to the postholder, 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

Responsible for the management of budgets within the team, and the management and appropriate escalation of project finances. Amending approaches to ensure the ability to meet budget targets.

Programme and Change Management

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

People and Performance Management

Manage 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 | (E) Degree level in relevant subject (IT, Business Studies etc) or equivalent and relevant industry experience |

The minimum knowledge required to undertake this role and any qualifications or training essential for the role (E) Essential (D) Desirable	(E) Qualifications in IT Service Management Methodology, preferably ITIL v3 or v4 (E) Qualifications or demonstrable experience within Microsoft Technologies pertaining to configuration and adoption of Intune, Autopilot, Defender, Device Management, Deployment Profiles, Device enrolment and/or Conditional Access etc.
Experience Experience the person would need to do the job (E) Essential (D) Desirable	(E) Significant experience working at a senior Service Desk Management, EUC Deployment or Service Management level, delivering against SLAs (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
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 **Service Desk**

<table>
<tr><td rowspan="2"></td><td>(E) Establishment or Management of a Service Desk function and associated ITSM tools</td></tr>
<tr><td>(E) Establishment or Management of an End-Use Compute function and associated processes

Communications

(E) Experience in drafting and evaluating Communication Strategies for a diverse user base

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

Corporate Responsibility

(E) Experience in ensuring that all activity complies with appropriate Council decision-making processes.</td></tr>
<tr><td>**Decision Making and Impact on Others**

What impact the reasons made by the post holder would have on others across the Council</td><td>**Decision Impacts**

Decisions made by the postholder could have an impact on partner councils meeting service expectations due to non-working systems or equipment assigned to colleagues.</td></tr>
</table>

	Financial mismanagement related to asset management may impact wider financial position of partner councils. Poor implementation of Service Management will impact the ability of the wider ICT/Digital Service to deliver to expectations and demonstrate best value services.

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
	    • Directors
	    • Heads of Service
	
	The postholder will liaise with external organisations, including;
	
	    • Existing Vendors/Suppliers
	    • Potential suppliers
	    • Members

Personal Attributes and Other Requirements	Resilience
In this section please list any other qualities you are looking for from the applicant (E) Essential (D) Desirable	This is a demanding role delivering complex services to three Partner Councils with a complex stakeholder environment The postholder will be remediating existing services, creating new services, delivering change, whilst ensuring maintenance of existing systems, often with conflicting deadlines and expectations **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 	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.