Digital Performance Manager — Role Profile

Service: ICT
Grade: Band 10
Reporting to: Head of Digital Portfolio
Responsible for: as assigned

We Have

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.

Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

A day in the life

'A day in the life' section of this Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'you have' section explores what qualifications and experience you will need for the role and the 'your strengths' section is where you can tell us about what skills and knowledge you can bring with you to succeed in the role.

We are a values based organisation, so reflecting our values in your evidence will support your application.

Your Main Priorities

- Lead the IT and Digital service's budget planning and reconciliation processes, including externally traded services costs and charges. Provide specialist support to team managers to ensure they manage spend effectively and that projects they manage operate within agreed budgets.
- Lead the IT and Digital service's supplier and contract management activities. Build strong and effective relationships with suppliers and advise managers on how to achieve best value with contracts. Provide advice and guidance on planned procurements in conjunction with the procurement service.
- Develop and maintain the IT and Digital service's performance management framework. Oversee the production of reports and performance dashboards and facilitate performance reviews for the service.

Key duties

- Undertake a number of Information Technology Infrastructure Library (ITIL) processes ensuring that the targeted level of maturity is achieved and that effective processes are in operation. Specific responsibility for implementing, managing and delivering the following IT Service Management processes:

Financial Management

- Manage the IT and Digital service's budget planning and reconciliation processes. Provide specialist support to team managers to ensure they manage spend effectively and that projects they manage operate within agreed budgets.
- Provide detailed budget management and forecast reports for the senior management team on a regular basis. Alert the senior management team in the event of a financial issue and provide recommendations and mitigations where necessary

- Support the IT and Digital service recharge process.
- Provide specialist advice and support to ensure that the most cost-effective solutions are used in order to meet customer requirements.

Asset and Configuration Management

- Manage the Council and CCG's IT assets working with GM Shared Services for GGC and Primary Care assets where required.
- Implement, manage and deliver robust Asset & Configuration Management processes and policies to ensure that all software and technology related hardware are managed throughout their lifecycle. To include the management of licences, warranties and service agreements; comparing warranties and maintenance agreements to ensure vendors maintain these assets.
- Utilise the asset management system to maintain an accurate register of IT assets that can assist with support incidents, and contract audits so that the Council and CCG are only paying for the licences it uses.

Supplier Management

- Liaise with all areas of the IT and Digital service to ensure processes are in place for recording contract details, undertaking contract reviews and initiating the renewal process.
- Provide specialist knowledge and guidance to support managers with purchasing requirements and developing specifications for new solutions to ensure compliance with contractual commitments and security standards. Initiate tenders and quotations where required.
- Maintain effective relationships with IT and Digital suppliers to ensure the Council and CCG maximise value adding opportunities.
- Ensure all IT and Digital procurement is carried out in accordance with financial regulations and procurement processes.
- Accountable for the maintenance of the IT Service Catalogue, ensuring its accuracy and to ensure business areas are optimising IT solutions.

Other Main Duties

- Develop and maintain the IT and Digital service's performance management framework. Identify a small range of internal

and customer facing metrics that provide an accurate but proportionate view of service performance, customer care and efficiency. Utilise existing systems to produce a set of reports and dashboards to be used within the service to manage performance and for the organisation's managers to evaluate performance.

- Line management responsibility for the team members ensuring that they are appropriately skilled and motivated to meet customer needs. Effectively manage the team's resources and business demands so that work is effectively prioritised and customer deadlines are achieved.
- Support the Head of Digital Portfolio with the identification of external funding opportunities and the development of bids with input from related services.
- Produce financial costs and benefit realisation information for IT related business cases, and any financial modelling required for cost recovery and traded services.
- Manage designated projects using appropriate project management methodologies to ensure projects are effectively planned, milestones and risks are monitored and objectives are met. Provide specialist knowledge input into other projects undertaken by the Council and CCG.
- Manage and coordinate the development of the IT and Digital Services business plan with a focus on continuous service improvement and alignment to the Trafford Digital Strategy.
- Lead and/or actively participate in meetings, workshops and presentations; demonstrating consistently high levels of communication, persuasion and collaboration. Prepare thorough reports and briefings for senior management and stakeholders as required.
- Work with the IT Customer Services Manager to explore and identify new business opportunities for the IT Traded Services team. This should include extending the service offer to existing customers and seeking new customers, where appropriate.
- To undertake any other duties, commensurate with the job grade, that may arise, as required.

You Have	Your strengths
- A degree or equivalent qualification in a related subject - Personal commitment to continuous self-development - Experience of budget management and contract management - Record of achievement in effectively undertaking budget	- Proven ability to effectively manage, coach and motivate teams to ensure high levels of customer service and to meet service targets - Excellent interpersonal skills, with the ability to influence, persuade, facilitate and build strong relationships at all levels

- planning and reconciliation processes for an IT Service in a large complex organisation
- Experience of building strong and effective relationships with suppliers and providing advice on how to achieve best value with contracts
- Experience of managing and motivating staff to deliver strong performance
- Experience of implementing and managing robust Asset & Configuration Management processes and policies, to ensure that all software and technology related hardware are managed throughout their lifecycle
- Extensive experience of IT and Digital procurements and local government/NHS IT frameworks
- Experience of developing and managing an IT Service performance management framework, including a range of internal and customer facing metrics covering service performance, customer care and efficiency
- Experience of formal project management within a large or complex organisation
- Thorough understanding of procurement processes, procedures and rules within a large and complex corporate environment
- Knowledge and understanding of financial management in a large multi-disciplinary organisation
- Knowledge of ITIL Service Management processes, with a detailed understanding of the Financial Management, Asset and Configuration Management, and Supplier Management disciplines
- A clear understanding of how IT can enable service improvement and efficiencies in a complex organisation.
- Knowledge of performance management processes,

- Excellent planning and organisation skills with the ability to work under pressure, prioritise multiple projects with operational activities, and meet personal and service deadlines
- Ability to work using your own initiative, to evaluate and exercise judgement on significant challenges before reaching decisions and proceeding with a course of action
- High level of communication and presentation skills, both oral and written
- Ability to provide specialist advice and support to ensure that the most cost-effective solutions are used in order to meet customer requirements.
- Proactively identify external funding opportunities and develop bids with input from related services.
- Establish robust and effective relationships with the IT and Digital Service managers and business stakeholders across the Council and CCG.
- Maintain a good high-level understanding of customer requirements and change impact to ensure high levels of customer care are delivered.

| techniques and tools; and how to use these to achieve improved performance, customer care and efficiency within a large IT service.
• Ability to analyse and interpret key data and formulate ideas and proposals.
• Understanding of local government, the NHS and the political context. | |

Date prepared/revised: May 2019

Prepared/revised by: PJ/SE

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.