

Job title:	Assistant Director – Digital & Information and Communications Technology (ICT)
Service:	Bolton and Wigan ICT Partnership (BWP)
Grade:	Competitive Salary
Reporting to:	Director – Transformation (Wigan), Director of Resources (Bolton)

Strategic Vision

- To lead the production and development of key strategic plans, including technology and digital strategies that ensure the achievement of corporate objectives, ensuring that these are translated into clear, effective and outcome based work programmes that are flexibly resourced, monitored and reviewed.
- To support Directors in developing and securing approval for strategies and plans for improving the services which contribute to and are consistent with the organisations overall aims and business objectives.
- To contribute to the development of strategies, plans and targets, using technology solutions to break the cycle of inequality and ensure better life chances for Wigan and Bolton communities to support the organisations' business objectives.

Specific accountabilities

- To provide effective leadership for the delivery of ICT service for Strategic ICT Partnership.
- To play an active role in the corporate and strategic leadership of the partnership organisations, working effectively with all public, private and third sector partners.
- To work alongside senior managers in the co-ordination and delivery of major organisational change programmes and achievement of business objectives embedding technology and digital at the heart
- To innovate and help services to implement technology, to enhance the experience of residents and customers and to enable radical service redesign
- To work closely with Elected Members to provide relevant, sound, professional and technical advice, to ensure that the organisations objectives are promoted and implemented, as well as ensuring that confidence in the service among Members and Officers is maintained at a high level.
- To represent the Partnership at appropriate Council, Member, officer, partner and community meetings as required.
- To ensure that appropriate organisational policies and decisions are communicated consistently and effectively.
- To be a part of the Councils Civil contingency rota.

Planning, performance and project management

- To prepare, monitor and implement service action plans that help achieve Council and Community objectives and protect the organisations data
- To ensure effective contract management and governance of the ICT Service Managed Service Provider (MSP.)
- To manage, monitor and control the delivery of the service through an appropriate performance management framework and programme management regime for all services.
- To develop and transform locality planning to ensure that the ICT service delivery model remains fit for purpose and meets the organisations strategic objectives.

People and resource management

- To have Direct line management responsibility for Service Managers and indirect management responsibility for their reports.
- To effectively manage significant budgets, with financial responsibility for the management and allocation of the devolved service budget in an efficient way, complying with the Councils standing orders, Financial Regulations and Codes of Practice.
- To set the culture of the Directorate, and ensure that management behaviour frameworks/ Be Wigan behaviours are embedded.
- To lead, empower and develop employees, as required, ensuring that they are consulted, valued and motivated.
- To encourage flexibility across our workforces, ensuring the right people are brought together for the right purpose to deliver on priority outcomes.
- To ensure that resources are directed to deliver organisational change priorities to maximise impact.

Partnership working

- To lead the merged client function for the partner organisations and act as the nominated Head of the ICT Strategic Partnership, ensuring effective governance of the contractual arrangement for ICT services with our managed service provider (MSP).
- To lead and manage all aspects of the strategic partnership relationship.
- To develop and implement ICT strategies for the partnership and wider collaborative working.
- To manage relationships with key stakeholders across the partnership organisations, our MSP and other partners.
- To maintain effective working relationships across the organisations and with wider stakeholders, regional agencies, external partners and providers of commissioned services which support the achievement of business objectives and the promotion of the organisations' interests.
- To gain a true understanding of the environment, challenges, market impact, business strategy, political and legislative implications and 'commercial' factors to support the delivery of a first class service, providing a competitive edge and winning new business.
- To work with other GMCA Councils and organisations on collaborative and shared services approach and ensuring the delivery of the key outcomes from the improvement and efficiency agenda.
- To operate within a framework of partnerships at a national, regional sub-regional and local community level.

Managing and responding to change

- To ensure effective strategic programme management of large scale ICT transformational programmes and business transformational programmes enabled by ICT
- To ensure that the ICT service delivery model remains fit for purpose and meets the organisations strategic objectives, with a specific responsibility to recommission the future service delivery arrangements in partnership with key stakeholders

In this job you will need

- Educated to degree level, or equivalent level of proven experience relevant to the role.
- Evidence of continuing professional development, which demonstrates the theory and practice required to operate at a senior level.

- Experience of leadership at a strategic level in a complex multi-functional public sector environment, working and providing advice in a political context and where appropriate experience at a senior level within the context of the services that the role is accountable for.
- Experience of managing significant change programmes and resource reductions, with technology and digital at the core
- A significant understanding of the value and use of new technologies in organisation redesign and customer experience, improving services and modernising working processes.
- The ability to channel a true understanding of the environment, challenges, market impact, business strategy, political and legislative implications and 'commercial' factors to support the delivery of a first class service.
- Evidence of successful budget setting and management and of being responsible for large budgets
- Experience of successfully managing change in a complex environment.
- Experience of policy development, interpretation and implementation in major areas of activity.
- Experience of managing complex situations and information requiring analysis and interpretation and the comparison of a range of options.
- Experience of managing, negotiating and influencing to achieve best possible outcome.
- Experience of communicating at all levels and presenting complex, sensitive and contentious information to a range of audiences including strong external communication skills in a politically sensitive environment.
- Resilient nature with the capacity to recover quickly from difficult situations.
- Ability to influence and establish credibility with a range of stakeholders both within the organisation and externally.
- An understanding of the principles of programme and project management and the ability to pragmatically apply them across a range of situations.
- Ability to develop the trust, respect and co-operation with a broad spectrum of partners including senior managers, members, the private sector, AGMA partners, Police, Fire and Rescue, Health, Probation Service, third sector and voluntary organisations, colleagues and staff.
- Ability to travel across borough and GM area.

Our culture

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

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Individuals with line management responsibilities are also expected to ...

Inspire... lead by example and help others to see the big picture

Care... show genuine concern for people as individuals and value their contributions

Engage... I connect with others both within and beyond the organisation

Staff Deal

Our Staff Deal is an informal agreement with all staff. It outlines what you can expect from us, and in return what we expect from you

Our part

- Provide strong, honest and visible leadership
- Reward your commitment and hard work
- Care for your health and well being
- Listen to you and put your ideas into action
- Support you to give something back
- Offer opportunities to learn and grow
- Be one team, one council
- Believe in you

Your part

- Listen, be open, honest and friendly
- Be efficient, flexible and professional
- Care for your health and stay active
- Tell us how we can improve
- Give something back whenever you can
- Take opportunities to learn and grow
- Be one team, one council
- Believe in yourself and our borough