

Director – ICT and Digital Transformation

About Redbridge

Redbridge is amongst the fastest growing places in the country and we are full of ambition for our people and communities. We are proud of the rich diversity across the borough. As home to more than 350 local voluntary and community organisations and thousands of businesses we want to build on our successes and strong partnerships and work smarter and faster to deliver growth and investment and improve the lives of all our residents. We have excellent schools, good affordable housing (compared to other parts of London) high quality open spaces and rapid transport connections into the heart of the city - all of which offer great opportunities for people of all ages to enjoy.

Our population increase - both because of people living longer and because our young families are growing - is driving more demand for adults and children's services and affordable housing. This means we need to deliver proactive customer-centric services and ensure we have strong employment opportunities and economic growth potential as well as good housing provision, designed for current and future need. We want everyone to feel safe and proud to belong to our Borough and believe this is a fantastic time to be at the centre of a big team effort that will deliver our vision with, and for, the people of Redbridge.

All of this means we need to work as a united, positive team, with determination and pace, to make sure our vision and plans are achieved. We have a strategic delivery plan already in place and this is underpinned by our values of **Collaboration, Honesty, Excellence and Fairness**. All the foundations are in place to build and deliver a range of solutions and outcomes that will continue to make sure Redbridge is a fantastic place to live work and play for people of all ages.

Role Purpose

The post of Director of IT and Digital Transformation is a critical leadership role providing a balance of strategic and operational direction to ensure the Council is maximising all opportunities to improve the way that people access services and the way we work by using modern technology and digital tools. The role holds responsibility for designing and overseeing digital change programmes and improvements across the Council as well as ensure that existing technology is used to best effect. Reporting to the Deputy Chief Executive, and as a member of the Leadership Team, the post holder will shape initiatives which demonstrate understanding of the Borough's opportunities and challenges in order to deliver positive improvements in different communities. These changes will ensure the organisation is making the best use of technological change without losing customer focus.

The directorate leads on delivery of a number of priorities for the Council which will secure improvements in ways of working and use of change tools which are essential to support achievement of our wider ambitions as well as help address some of the challenges especially in balancing cost and quality of customer service.

Key Accountabilities

The postholder provides leadership across the Council and covers a complementary portfolio of services which include (but may not be limited to):

- Digital Transformation
- Artificial Intelligence
- Information Technology – Development and Maintenance
- Cyber Security

Directorate

1. Provide expertise on best practice to support the development and implementation of digital change programmes to ensure the use of technology is future proof, based on best practice and provide excellent value for money. Work alongside colleagues to help them understand how digital tools can make their services and activities more effective and efficient.

Develop and implement ICT and digital strategy for the authority, ensuring the architecture, capabilities and suppliers are aligned to business strategy and the operating model.

2. Lead strategies for development of technology and data that support the organisation-wide change effort ensuring the workforce is well supported and confident using digital tools. This includes developing strategies that recognise the pace and breadth of change that are significantly influencing choices about working and developing careers in local government.
3. Lead and develop pathways and arrangements that encourage self-service especially for transactional services both internally and externally.
4. Work alongside colleagues to develop a Data Strategy that is based on excellent practice to ensure that the Council is working to best practice standards in its use and collection of data. This includes making appropriate cyber security arrangements to manage and protect a broad and complex mix of data that is sensitive.
5. Make sure that the strength of Redbridge's diverse and inclusive population is reflected in IT and digital policies and practices.
6. Build a culture of culture of collaboration and partnership both internally and externally to facilitate achievement and of the Borough's strategic objectives through good use of IT and efficient digital solutions
7. As a member of the Council's Leadership Team, support the development and delivery of the Council's Corporate Strategy and supporting plans, providing high level professional advice to colleagues working alongside them to shape the development and delivery of cross-cutting themes.
8. Ensure all services have customer focus and stakeholder engagement at the centre of all planning and delivery activities to maximise opportunities for co-production and maintain a cross-Directorate approach to finding solutions.

Corporate Leadership

- 9 As a member of the Leadership Team, work positively with colleagues to lead a high performance, efficient, collaborative and customer focussed culture across the whole organisation with an aspiration to position Redbridge as a leading Local Authority in London and the country.
- 10 Support and advise elected members in the formulation, development and review of corporate strategies to meet the Council's objectives while meeting statutory requirements.
- 11 As sponsor or lead of specific modernisation and change programmes across the Council, act corporately and collaboratively to remove any barriers and ensure that impact is maximised, delivering both improved outcomes and efficiency in a timely way.

Operational Leadership, Development & Improvement

- 12 Advise and support the political leadership (including relevant lead members) by providing clear options, implications and recommendations in respect of decision making relevant to the services provided in the Directorate.
- 13 Support colleagues in the delivery of high performing services, focussed on achieving the Council's specified outcomes.
- 14 Be responsible, and accountable, for implementing the Council's corporate performance framework – including service planning, performance monitoring, project management, budget management, risk assessment and management, learning from feedback, performance appraisal, workforce planning and equalities initiatives.
- 15 Ensure a culture of continuous learning and act as a role model to support the values of the Council – Collaboration, Honesty, Excellence & Fairness.

Communication Partnership Working & Representation

- 16 To build strong partnerships across the public, private and voluntary sectors, supporting such partnerships as a senior system leader across Redbridge. Represent the Council positively and professionally at all times.
- 17 Take personal responsibility for facilitating public and community involvement and co-production in service development. Be accessible and visible to residents, businesses and communities, actively listening to issues and concerns and taking responsibility for promoting fairness, equality and community cohesion. Champion the highest standards of customer service.
- 18 Ensure that services covered by the Directorate meet existing and emerging customer needs/expectations and reflect a positive customer journey experience while identifying opportunities for efficiencies through channel shift and embed learning from implementation and feedback.
- 19 Support colleagues in developing positive and productive relationships with a broad range partners across the borough, Greater London and beyond to enhance the Borough's profile and reputation.
- 20 Represent the Council with the media and appropriate networks to advocate the Council's perspective and ensure a positive image that enhances the reputation of the Council.

Leading Performance

- 21 Work collaboratively and constructively with other members of the Leadership Team on all matters acting as a visibly collegiate and supportive team player.
- 22 Take responsibility and accountability for the whole organisation's performance, including complying with the corporate performance and assurance framework in the delivery of place-based services. Support and challenge colleagues to address areas of underperformance working constructively to ensure Redbridge is a top quartile performer against relevant benchmarks.

Resource Management

- 23 Work with colleagues to develop the Council's medium term financial strategy so it reflects the priorities of the Council and is refreshed regularly according to progress and achievement of objectives ensuring that the Council sets a legal and balanced budget every year and delivers a balanced, or better, year-end position for the Council year on year.
- 24 Lead and oversee financial and budgetary controls within the Directorate, ensuring that all budgets are appropriately managed to ensure no overspends, that savings targets are fully delivered, and proper risk management and mitigation arrangements are in place at all times.
- 25 Where appropriate, ensure contractual relationships led and managed by the Directorate perform to their maximum potential and represent the best value for money.
- 26 Lead, inspire and motivate staff across the Council and support the workforce to perform to their highest potential. Take personal responsibility for role modelling appropriate behaviours and creating a safe and open environment in which colleagues can flourish and perform to their best ability. Challenge and address both poor performance and inappropriate behaviour. Champion personal development, ensuring that there is a strong development and learning culture, putting in place clear talent management and succession planning strategies across the organisation.

General duties

- 27 Support colleagues in relation to emergency planning and resilience arrangements, providing support of all measures to manage an emergency affecting the Council during the response and recovery phases.
- 28 Demonstrate and reinforce the Council's commitment to safeguarding and corporate parenting promoting the welfare of children and adults at risk and children looked after.

Participate fully in the arrangements supporting Elections and referenda as and when required.

All duties and responsibilities should be carried out in accordance with the Council's constitution, code of conduct, governance arrangements, policies and procedures.

Person specification

		Desirable / Essential
Statutory or Mandatory qualifications:	N/A	

Educational Ability	Professional qualification relevant to the services and functions covered by the post (e.g. digital, IT)	D
Key Subject or Content Areas	Demonstrable leadership skills and a successful track record of leading organisational change. A successful track record at a senior level gained within services covered by the post in a large scale and complex organisation.	E E
Strategic Direction	Good understanding of policy and legislation that directly impacts on the strategic leadership of a local authority. A proven track record of successfully formulating, developing and delivering corporate strategies to transform services and deliver objectives in a large, complex and multi-disciplinary organisation. Significant experience of successfully leading and managing a diverse portfolio of enabling services, gained at a senior level in a local authority or multi-functional organisation of comparable size, scope and complexity.	E E E
Political Awareness	Politically astute with demonstrable experience of having worked at a senior level in either a political environment or a comparable governance regime.	E
Driving Change and Improvement	A credible change leader and manager, comfortable with operating in an uncertain environment where the end state is not always known. Demonstrable success at a senior level in the initiation and management of effective and complex changes to services. This will include extensive experience of leading large-scale digital/ IT programmes and projects within a complex environment.	D E
Performance Improvement	A successful track record of establishing a strong performance culture including effective performance measures, the evaluation of service quality and improving service delivery in a way which meets the needs and expectations of customers. Experience of developing and implementing, commissioning and performance frameworks in a multi-disciplinary and partnership environment.	E D
Leading Partners	Experience of working in partnership with a broad mix of stakeholders including government agencies, specialist providers and community groups.	E
Leadership and Development	A visible, supportive and approachable leader – with a demonstrable ability to lead and motivate staff to perform to their maximum potential in pursuit of clear organisational priorities. Commitment to continuous personal development, including evidence of up-to-date programmes undertaken	E E
Communication Skills	Skilled and confident at using co-production techniques to develop initiatives listening to and building successful	E

	<p>dialogue with a diverse range of residents, businesses and communities.</p> <p>High-level presentational skills and interpersonal skills with the ability to communicate effectively with a range of audiences.</p> <p>Well-honed networking skills.</p> <p>Ability to present highly complex information in a clear and concise manner.</p>	<p>E</p> <p>D</p> <p>E</p>
Relational and Partnership Influence	<p>Strong partnerships skills, with a successful track record of collaborative working in pursuit of clear corporate priorities.</p> <p>High quality negotiation skills, with a strong track record of negotiating favourable commercial and/or contractual positions and interests.</p>	<p>E</p> <p>D</p>
Strategic Analysis and Judgement	<p>Strong analytical and problem-solving skills – including the ability to be able to draw clear recommendations from complex information.</p> <p>Anticipates stakeholder needs before they are articulated, identifies potential alternative courses of action and makes use of information to map out implications to aid decision making.</p>	<p>E</p> <p>D</p>

Other Considerations

Working pattern and travel	<p>The role will involve irregular working patterns and will require the post holder to be able and willing to work during these periods, including evenings and occasional weekends.</p> <p><i>*The salary scale is inclusive and recognises the volume of work in addition to and outside the Council's normal office hours required by the post</i></p>
Safeguarding disclosure	<p>The Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and this post will ensure services are designed and delivered with due consideration of their needs.</p>
Special factors or constraints	<p>This post falls within the “politically restricted” category under the Local Government and Housing Act 1989 this post is politically restricted. The detail of the restrictions are as outlined in the Statement of Main Terms and Conditions of Employment.</p> <p>Maintenance of the highest standard of conduct and public confidence in their integrity.</p>