

## Job Description

Service:	3CICT
Job title:	Chief Digital Information Officer
Grade:	AD
Hours of work:	37
Responsible to:	Chief Executive at Huntingdonshire District Council will be the role's Line Manager. The post reports into a Strategic Board of the Chief Executives from Cambridge City Council, South Cambridgeshire District Council and Huntingdonshire District Council.

Responsible for:

Direct reports:	5
Indirect reports:	Cira 80
Budget:	£8.4 million

## **Purpose of Post:**

3C Digital is a shared ICT service between Cambridge City Council (CCC), South Cambridgeshire District Council (SCDC) and Huntingdonshire District Council (HDC). The shared service was established in 2015, primarily to provide shared ICT operational services.

The Chief Digital Information Officer will be responsible for:

- Providing digital leadership to each of the partner councils, as well as to provide overall leadership to the shared digital and ICT operational services.
- Providing direction and support for each partner council's digital strategies, identifying opportunities for joint digital initiatives between the partner councils, as well as shared resourcing to reduce cost. Critical to this will be ensuring that digital technology is delivering against the organisational outcomes all partner councils are seeking to deliver.
- Delivering the transition of 3C ICT to 3C Digital, which is an operating model change that develops digital capability and capacity, evolves the service from a traditional delivery model to one that addresses the ongoing shift to cloud services and embeds a customer-centric approach and engagement model. Underpinning this will be reliable, secure and cost-effective systems and infrastructure, which enables the delivery of new and innovative solutions.
- Leading collaboration and negotiation within each of the partner councils, which may involve conflicting priorities, technical, legal and policy complexity, and divergent views amongst critical stakeholders.

## Key Deliverables:

### Digital Strategy

- Provide leadership and strategic direction of the development of the digital capabilities necessary to deliver the individual digital strategies for each partner council.
- Ensure the digital strategy is fully integrated into supporting the strategic-planning process and overall strategy for the partner councils.
- Accountable for developing and delivering the strategies and roadmaps that define the partner council's future reliable, resilient and scalable digital, technology and data solutions, supporting the delivery of the operating model, processes and user-centred services.
- Ensure the successful development and operation of digital functions to deliver digital transformation.

### Strategic Business Partnering

- Act as the key advisor and champion for a digital and user-focused mindset across the partner councils, building and developing the digital capabilities.
- Oversee a business partnering service to directorates that understands their needs and objectives and provides the service and identifies appropriate solutions in the context of the enterprise strategies for digital, data and technology.
- Lead the convergence of digital technologies, promoting digital tools and processes across the partner councils which create value, accelerate delivery and better utilise resources.
- Innovate and develop effective approaches to map digital technologies to council processes in line with strategic goals, whilst maintaining quality of service delivery.
- Lead, influence and educate senior organisational leaders, both officers and Councillors on the business case for digital innovation and transformation, ensuring awareness across the partner councils.
- Ensure support from other stakeholders, managers, staff and Directorates for digital initiative priorities, timescales and milestones.

### **Portfolio Delivery**

- Lead the delivery of digital transformation, taking on board partner councils' cultural sensitivities and building and maintaining positive resilient relationships with functions across the partner council's ecosystem.
- Monitor, measure and report on the partner council's digital capability, effectiveness and return on investment, using insights and evidence-based reporting of key metrics of digital strategy performance.

### **Insight and Analytics**

- Develop and implement the data strategy and governance framework aligned to the overall partner councils' strategies.
- Create and implement the data policies and procedures, to improve and streamline data systems within the partner councils.
- Supervise the collection, management, storage, analysis and protection of data across the partner councils.
- Create and implement the data quality framework and improvement programme.

### **Enterprise Architecture and Security**

- Ensure the partner councils' entire technology estate is mapped and governed to meet best practice standards and the strategic aims and objectives including maximising the use of enterprise platforms and solutions.
- Act as a thought leader to articulate the digital future, informed through data, foresight, horizon scanning and effective technology management processes that will inform the identification, selection, evaluation, implementation (or rejection) and scaling of new digital technologies while ensuring they are relevant to the operating model and service delivery.
- Develop the necessary digital infrastructure and tools that enable the partner councils to deliver high-quality services and products with minimal risk.
- Accountable for the security and governance of our technology platforms.

### **Effective User-Focussed Operations**

- Lead on the provisioning and maintaining of digital infrastructure, systems, platforms, processes and applications to deliver user-centred services.

### **Team Development**

- Lead and develop a high performing, motivated and diverse multidisciplinary team that will deliver and support high quality user-centred digital services by driving a culture of collaboration, inclusivity, empowerment, continuous improvement with a relentless focus on positive outcomes.
- Build digital resource capabilities in line with current and future requirements through effective staff development, engagement and talent attraction.

### **Change Management**

- Create and deliver leading edge cross-organisation digital service design and continuous improvement strategies that contribute to the overall transformation plans, whilst working systemically with partners and stakeholders across the partner councils to provide a leadership voice for digital, service transformation and continuous improvement enabling new ways of working, operating models and cultures to be developed.

### **Partnering and Commercial Management**

- Lead on the development of a partner ecosystem to deliver the necessary operational and strategic digital capabilities required to support digital delivery teams, interfacing between service delivery functions and technology partners.
- Lead on supplier selection and contract management of a range of digital, data and technology suppliers and outsourced partners.
- Be responsible for a number of large and complex budgets for the service, ensuring they are well managed and monitored at all times.

### **Policy and Performance**


- Develop an approach of best practice standards and continuous improvement across the digital, data and technology function, ensuring services and operations adapt, change and improve in line with user needs.
- Be able, through appropriate metrics, to demonstrate the impact of the service and how ongoing improvements result in measurable returns.

### **Additional Information**

- This is a politically restricted post.
- This post is required to take part in the Emergency Planning rota.

<p><b>Knowledge and Qualifications</b></p>	<ul style="list-style-type: none"> <li>• Educated to degree-level or equivalent in a relevant subject, or equivalent by experience. (E)</li> <li>• Evidence of continuous professional development. (E)</li> <li>• Post-graduate or professional qualification in a relevant subject. (D)</li> <li>• Relevant professional qualification or membership. (D)</li> </ul>
<p><b>Experience</b></p>	<ul style="list-style-type: none"> <li>• Extensive experience in leading large cross-functional teams and complex programs. (E)</li> <li>• Demonstrable experience of transformational digital service improvement in a large complex matrix organisation. (E)</li> <li>• A track record of working with others to deliver common goals and objectives, coupled with an ability to build deep collaborative partnerships across our partner councils, with arm’s length bodies and third-party organisations. (E)</li> <li>• An accomplished leader: confident, inclusive and compassionate, with a proven ability to engage, build and manage high performing, diverse leadership teams; and the ability to enthuse and lead others through change. (E)</li> <li>• A track record on improving performance, delivering results and establishing a strong performance culture which is customer focused, quality driven and allows objective measurement of outcomes. (E)</li> </ul>
<p><b>Skills and Abilities</b></p>	<ul style="list-style-type: none"> <li>• An ability to build effective and trusted relationships with senior stakeholders, including CEOs and Council Members. (E)</li> <li>• Exceptional communication skills and high personal impact; an ability to adapt communication styles to suit both technical and non-technical audiences, to make the complex clear, and adapt communications to provide simple and accessible explanations and advice to non-specialists. (E)</li> </ul>

	<ul style="list-style-type: none"> <li>• A commitment to public service, and the energy, integrity and resilience to operate under high levels of scrutiny and sustained pressure. (E)</li> <li>• An ability to influence and negotiate, gain consensus and commitment from others, and resolve issues and conflicts. (E)</li> <li>• Personal resilience with the capacity to cope with ambiguity, uncertainty and pressure and the ability to work under public scrutiny whilst maintaining a sense of perspective. (E)</li> <li>• A demonstrable and sustained record of openness, honesty and personal integrity with an ability to engender trust and confidence amongst peers, staff and stakeholders. (E)</li> <li>• Comfortable operating in an environment of change, adept at managing change and influencing others to achieve the desired outcomes. (E)</li> <li>• Able to influence both strategically and corporately in a complex organisation. Understanding and/or experience of working in a political environment including with senior leaders. (D)</li> </ul>
<p><b>Decision Making and Impact on Others</b></p>	<p>Sound judgement to make effective decisions with speed and conviction, use creativity and innovation to find new solutions to problems, and strive for continuous improvement. (E)</p>
<p><b>Communication with Internal and External Customers</b></p>	<p>Where is the focus of this role in their team, other teams or across the council:</p> <ul style="list-style-type: none"> <li>• Internal customer contact 55%</li> <li>• External customer contact 45%</li> </ul>
<p><b>Personal Attributes and Other Requirements</b></p>	<ul style="list-style-type: none"> <li>• Able to demonstrate a track record of success in leading, mobilising, deploying, motivating, developing and inspiring a large team and delivering substantial change programmes.</li> <li>• A high degree of political sensitivity, understanding and responsiveness to the implications of working within a political and democratically accountable organisation.</li> <li>• Ability to gain the confidence of partners, colleagues and employees and establish positive relationships with elected Members which generate mutual confidence and respect.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrable commercial awareness and a commitment to applying this to local government public service delivery. An understanding of and commitment to diversity and health and safety in policy, service delivery and employment terms.</li> <li>• Experience of working with elected Members and the ability to demonstrate political sensitivity and interpret political will.</li> <li>• Demonstrable commitment to public service and local democracy.</li> </ul>
<p><b>HDC values</b></p> 	<p>The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team.</p> <p><b>Inspiring:</b> We have genuine pride and passion for public service; doing the best we can for customers.</p> <p><b>Collaborative:</b> We achieve much more by working together, and this allows us to provide the best service for customers.</p> <p><b>Accountable:</b> We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers.</p> <p><b>Respectful:</b> We respect people’s differences and are considerate to their needs.</p> <p><b>Enterprising:</b> 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.</p>

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

Huntingdonshire District Council/3C ICT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted ‘best practice’
- Shows a personal commitment to safeguarding children