



**North
Northamptonshire
Council**

Job Description and Person Specification

Job details

Job title:	Head of Service Delivery
Grade:	Grade 12
Reports to:	Chief Information Officer
Responsible for:	Service Delivery Team
Directorate and Service area:	Chief Executive's Office, ICT

Purpose of the job

This role is a Head of Service role working to translate the Council's priorities into relevant strategies, plans and programmes for the delivery of a robust future-proofed service capable of supporting the organisation's business objectives.

Principal responsibilities

(Please make these concise and ideally no more than 8)

1. Work with senior management within the organisation to review the effectiveness of current strategies in supporting business objectives. Lead the creation of strategies, specifying requirements, conducting feasibility studies to identify the business benefits of alternative strategies.
2. Within a budgetary framework and with full accountability, takes management responsibility for the service where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of information systems.

3. Provide leadership and oversight delivering high level strategy and policy to ensure stakeholder confidence in the quality and availability of the service in an appropriate and in a cost-effective manner.
4. The overall financial management, control and stewardship of the Service Delivery resources and assets ensuring compliance with all governance, legal and regulatory requirements, including the overall management of the Service's budget.
5. Deliver managerial responsibilities with in-depth understanding of the delivery of the areas it is responsible for.
6. Provide appropriate staffing, staff management, performance management, and continuous service improvement to deliver an on-going future-proofed service.
7. Ensure the on-going development of the skills of the team to deliver the optimum service and enable the organisation's business requirements.
8. Maintain up-to-date knowledge of emerging technology trends and developments over a broad range of information and communications technologies. Monitor outcomes of research work, seeking to identify where technology might be deployed to deliver business improvements and improved service delivery to residents.

General responsibilities applicable to all jobs

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.
2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).
3. Understand the councils commitment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.
4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Special features of the post

Person Specification

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	<p>Appropriate qualification (e.g. PRINCE2, Agile certification) or equivalent professional experience.</p> <p>Appropriate qualification (e.g. BCS, TOGAF, AWS, ITIL Master) or equivalent professional experience.</p> <p>Degree-level education.</p>	
Experience and Knowledge	<p>Advanced knowledge of contract management, contract negotiation, and performance management of third parties.</p> <p>Experience of managing at a senior level an operational IT delivery service such as Service delivery, Applications, Infrastructure or Systems.</p> <p>Ability for rational and evidence-based decisions and take responsibility for your decisions and actions.</p> <p>Architectural patterns - Thorough understanding of common architecture patterns, able to explain and identify appropriate patterns for a given situation.</p> <p>Architectural leadership - Previous experience leading an architectural function.</p> <p>Architectural work - Previous experience as an enterprise or solutions architect.</p>	<p>Previous experience of leading significant transformation within a local government setting.</p>

Attributes	Essential criteria	Desirable criteria
	Transformation leadership and delivery- previous experience of leading significant transformation and innovation	
Ability and Skills	The ability to challenge the norms through evidence-based approaches using both numerical and critical reasoning and thinking.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	
Additional Factors	Ability to drive and use of own car.	