Job Description

Job Title: Head of IT Operational Services

POSCODE:

Grade: P6

Overall purpose of the job

The Head of Operational Services is responsible for managing the day to day delivery of support services and is the senior technical lead for the Cambridgeshire County Digital Service, and will be required to ensure the effective use of technology in line with the IT Strategy and to ensure that technological resources align to and support the agreed IT Strategy and meet the short, medium and long term needs for the organisation.

- Reporting to the Service Director for Customer & Digital Services: Cambridgeshire County Council and working with other Heads of Service, this senior role will be required to lead and manage the teams that will implement and manage the full range of Operational Services as well as existing areas of infrastructure, networking and applications both on premise and via cloud services for the council.
- The role will be leading a service that manages the technology which underpins all IT services to the Council and will ensure that performance across all areas of technology (cloud and On-premise) meets the agreed standards and expectations and that technical and security standards are implemented and adhered to.
- The role will be leading a service that interacts with staff at all levels of the Council from the initial contacts and user support.
- In order to deliver the required leadership to the team, the post holder will have wider ranging IT technical and IT Service Management experience gained over a number of years across a wide range of technical disciplines as well as service management and service delivery. They will have experience in managing diverse teams and third party suppliers across multiple locations and diverse skill sets, ideally in a public sector environment.

Main accountabilities

Please list the accountabilities in descending order of priority. Please include 6-9 accountabilities.

	Main accountabilities
1.	**Leadership** Lead and set the direction of Operational Services within the Digital Service bringing together disparate technical teams and individuals working across CCC and lead the creation of the cohesive, collaborative and technical proficient service. - Lead and manage the service to ensure effective agile & hybrid working styles. - Lead the teams in the comprehensive development and maintenance of all technology based services across the council, regardless of the hosting arrangements of such. - Lead the technical development, implementation and upkeep of the IT & Digital strategy for CCC - Leading by example, be a role model for the Councils values and leadership behaviours, championing innovation, commercialisation, service quality and continuous improvement. Challenge existing practice and behaviour and identify new and better ways of working. Ensure the delivery of services to help the Council achieve their strategic outcomes, around the financial challenges facing the Council and our ambition for improved customer satisfaction.

	• Provide clear and visible leadership that motivates and develops staff within the Technology Services teams and the wider organisation so that the organisational capacity and capability expands to meet future challenges.
2.	**Service and People Management** • As part of the CDS management team, identify priorities and establish the most effective deployment of resources to meet the delivery of agreed outcomes to time, cost and quality. • Provide ultimate ownership and accountability within CDS of technical problems and issues and ensure these are proactively with actions noted and relevant decisions taken. • Ensure the Operational Services teams provide creative and proactive support in identifying strategic development opportunities and resolving complex issues in the implementation of the IT & Digital Strategy. • Ensure that effective processes are in place for recruiting, developing, appraising, rewarding and retaining high performing and high quality employees within the Technology Services teams. Promote attendance and manage personal performance, in line with Council policy. • Set up and manage teams of service desk and support staff to deliver high quality IT services to the Council supporting the IT & Digital Strategy, other projects and programmes as well as business as usual services. • Create and manage diverse team of technical engineers and architects across all areas of infrastructure, security, network, communications supporting the IT & Digital Strategy, other projects and programmes as well as business as usual services. • Ensure that the Technology Service teams as well as the wider Service have the technology skills needed to take advantage of the new and emerging technologies, and to meet the expectations of the staff and citizens across Cambridgeshire. • Monitor performance of the services against agreed KPIs and other metrics.
3.	**Architecture & Governance** • Oversee the development, communication and deployment of Enterprise Architecture Governance processes, standards and policies for the Digital Service including the documentation of necessary enterprise technology architecture design and analysis work. • Own and manage the work of the architecture team as technical design authority for Technology Services and the wider Customer & Digital Service with responsibility for the overall design of all technology solutions. • Maintain an overview and high level knowledge of the technologies and architectures in use across the Council (on premise & Cloud).
4.	**Financial Management** • Effectively manage and monitor the Technology Services budgets for the Council to an excess of £5 million. • Maximise value and service improvement outcomes and create mechanisms that enable levels of success to be monitored and quantified. • Deliver cost savings targets associated with the IT and Digital Strategy and identify and facilitate cost savings elsewhere in the Council that are dependant on either technical, digital or system solutions.
5.	**Cultural Change and Workforce Development** • Establish and implement methods to bring about culture change and organisational development with a focus on building a confident, energetic and customer focused service able to respond to the needs of the Council.

	• Responsible for team working across the structure, by leading the development of cross-departmental and corporate working to improve capacity and the ability to deliver for the Council. • Responsible for supporting personal development and an open culture of learning across the service. • Provide managerial leadership and vision that will enable the development of innovative, flexible and community focused approaches to service delivery. • Develop efficient and resilient teams within the service to the required standard.
6.	**Policies & Procedures** • Own the development and maintenance of all IT related policies and procedures relating to Digital Services utilised by staff and members. • Ensure that all policies and procedures; informed by regional and national best practice, are defined and implemented across the Council relating to the management of ICT projects and programmes
7.	**Research** • Develop and maintain an in-depth knowledge of key technologies and developments in the marketplace to ensure that the Technology Service teams and wider Digital service are kept abreast of technology advancements. Highlight opportunities where such developments can bring benefits to the Council. • Oversee and facilitate the research, evaluation and selection of hardware and software technology and product standards, as well as the design of standard configurations. • Support the Service Director for Customer & Digital Services to keep abreast of new technologies and actively maintain awareness of current and future business needs and the opportunities for more innovative uses of emerging IT technologies in order to achieve service improvements and business outcomes. • Provide support to the Technology Service teams on the IT trends, product evaluations and proof of technologies/concepts, trends and leverage emerging IT technologies to support strategic business requirements. • Understand technology trends and the practical application of existing, new and emerging technologies to enable new and evolving business and operating models. • Define and own the IT technology roadmaps, in particular those which transcend business area (e.g. single view of customer, external integration, cloud).
8.	**Security & Resilience** • Ensure that the IT Strategy and related programmes are developed in line with all relevant security standards and accepted best practice and provide for security of corporate data against loss, corruption or unauthorised access. • Ensure that all elements of the technical and security infrastructure for the Council is fit for purpose and compliant with all relevant security standards and accepted best practice. • Develop and direct all networking safeguards to reduce the risk of outside breaches and protect sensitive internal and external client information. Direct and manage security testing, health checks and any required security accreditation. • Working in cooperation with other Heads of Service to develop and implement security policies and procedures, informed by regional and national best practice, across the IT service and operations teams. • Define, own and maintain the IT Disaster Recovery plans and accompanying procedures for the Council such that they can be effectively deployed as needed.

	• Working in cooperation with other Head of Service, input into the development, maintenance and implementation of IT Service disaster recovery plans in the event of a security breach or other requirement.
9.	**Customer Focus/Communications** • Provide an escalation point for the Technology Services teams. • Ability to articulate complicated issues and solutions to both technical and nontechnical audiences using appropriate language for the audience. • Ability to communicate well at all levels of the organisation including the Chief Executives, senior officers and Members.
10.	**Innovation** • Work with CDS Management team to deliver successful innovation and transformational change, particularly in the convergence of a CCC IT in response to the demands of the organisation undergoing major development and modernisation.
11.	**Information Management & Governance** • Actively contribute to and participate in the development and maintenance of Information Management strategies across Cambridgeshire.
12.	Demonstrate a flexible approach to work, acting within the broad nature and scope of the job description
13.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
14.	Ability to contribute to our commitment of becoming a Net Zero organisation by 2030.
15.	**Safeguarding commitment** *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

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Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification.	Any degree level equivalent - Essential IT related subject - Desirable	Essential
Relevant professional qualification	E.g. MSP, ITIL	Essential
Management qualification	Diploma in Management or equivalent	Desirable
Professional Community	Membership of external IT Service Management professional communities	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Strategic Planning and Delivery	Extensive experience of strategic planning and service delivery within local or central government or private sector, with a demonstrable and proven record of achievement in same.	Essential
IT Services Management	In-depth understanding of IT Service Management Framework principles and processes.	Essential
IT Infrastructure & architecture	A deep understanding of IT Infrastructure and technical and enterprise architecture.	Essential
IT Security	Good understanding of IT Security principles.	Essential
National Policy	Awaresness of national IT and Digital Initiatives.	Desirable
Local Government	In depth understanding of the decision making and governance arrangements within local authorities.	Desirable
Standards and practice	Working knowledge and awareness of regulations, restrictions, statutory obligations and codes of compliance and best practice that pertain local government IT. Good understanding of IT Security practices	Desirable
Skills		

Problem Solving	Excellent problem solving, planning and decision making capabilities.	Essential
IT Technology & Process	Strong ownership skills to deliver process ownership, obtaining agreement of and effectively communicating policies across multiple teams. High level of IT competence with aptitude for learning new technologies and processes with a focus on Service Desk and ITIL technologies and processes	Essential
Integrity	Take responsibility for actions. Actively seek feedback about the Service and make it accountable.	Essential
Respect	Identify areas for development in meeting all customers' and colleagues' expectations. Innovate within sphere of influence to change others' behaviours and the use of resources for the better.	Essential
Excellence	Manage change effectively. Design, innovate and influence best practice in the work of team, contractors, partners and self.	Essential
Creative Thinking	Evidence of having developed new ways of thinking for a problem or situation. Think creatively, offering original solutions outside of conventional expectations.	Essential
Strategic Thinking & Analysis	Clarity of thought, the ability to think strategically and translate concepts and ideas into meaningful plans and actions. Ability to take a strategic view and see the 'big picture' allied to the ability to adopt an analytical approach to complex change programmes with the awareness of operational implications.	Essential
Leadership	Strong and varied leadership approach, with the ability to motivate and develop teams providing an equal blend of vision, challenge and support.	Essential

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	The ability to think and plan strategically.	
	The ability to set and deliver realistic objectives.	
	The ability to initiate and effectively manage change	
	The ability to prioritise the use of resources - human, physical, time - to achieve objectives	
Collaborative Working	Ability to work collaboratively across the organisation and with partners to promote and deliver the interests of the Council.	Essential
Resilience	Strong self-belief, confident in explaining decisions whilst overcoming barriers to implementation. Demonstrable evidence of the resilience needed to meet the demands of complex, changing, political & economic environment	Essential
Communication	Excellent communication skills, verbal, written and listening and the ability to adapt personal style to meet the needs of a range of audiences. Ability to translate complex technical concepts and terminology into forms that are accessible to a non- technical audience	Essential
Influencing Outcomes	Ability to engage successfully with senior stakeholders to achieve desired outcomes. Able to demonstrate awareness of business and organisational sensitivities and reflect this in approaches to resolving issues and problem solving.	Essential
Experience	Give an idea of the type and level of experience required **do not** specify years of experience.	
Architecture	Substantial experience of the development of reference architectures including principles, policies, standards, patterns, reference models and other elements. Experience of implementing strategy and architecture based on existing and emerging technologies. Substantial experience of IT Strategy and enterprise architectural development	Essential

Public Sector IT	Experience of working as a senior manager of an IT related team within a public sector organisation.	Essential
Relationship Management	Experience of developing strong and effective relationships across and outside of the organisation.	Essential
Leadership & Team building	Evidence of highly visible leadership style with successful outcomes for staff and the organisation. Experience of leading and developing teams including performance management coaching and professional development.	Essential
Creative Thinking	Evidence of having developed new ways of thinking for a problem or situation.	Essential
IT Service Management	Extensive experience of Service Delivery / Management in a complex / large scale environment	Essential
Innovation	Challenging conventional wisdom and introducing new approaches to solve problems or improve the way service is delivered.	Essential
ICT Lifecycle	Experience in the application of industry frameworks and maturity models for instance COBIT, ITIL, P3M, MoP, MSP, PRINCE2, P3M3 and CMMI. Leadership experience in other parts of the IT lifecycle – including build, service, operations, supplier management	Desirable
IT Security	Experience of designing security into all levels of technical infrastructure and ensuring awareness of security principles into an organisation.	Essential
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	Essential
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	Essential
Safeguarding (applies to all roles working with children/vulnerable adults)	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	Essential

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	Hybrid ✔	Field	Remote	Mobile