

WHERE  
CAREERS  
THRIVE

When potential  
is unlocked,  
talent *thrives*



West  
Northamptonshire  
Council

Job description and person specification

## **Assistant Director - Technology Services**

Digital, Technology & Innovation, Resources

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.



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## **Purpose and impact:**

The Assistant Director – Technology Services at West Northamptonshire Council is a strategic leader responsible for shaping and delivering the IT, digital and data strategy that supports all services to be efficient, productive and customer focussed.

They oversee the development of business-critical systems, including ERP, and with responsibility for IT operations, architecture, commercial contracts, and supplier relationships, this leadership role ensures value for money and continuous improvement. A key component of the role is to drive the response to IT infrastructure challenges and the integration of legacy systems into a unified platform, ensuring robust, secure, and resilient infrastructure that supports both internal operations and external service delivery.

As a subject matter expert, the postholder advises senior leaders and elected members, championing innovation and data-driven decision-making, embedding a culture of performance, accountability, and digital confidence across the organisation. They also play a key role in fostering strategic partnerships and supporting shared service delivery. Through recruiting, motivating and developing a skilled workforce, they ensure the service remains agile, inclusive, and responsive to the needs of its customers and partners—delivering outcomes that align with the council's corporate priorities and long-term vision and reducing organisational risks.

This role supports the Council's ambition for delivering Efficient and Enabling Services as set out in our One West Northants Plan. This means striving to be a top performing council delivering good quality services while being efficient and effective with taxpayers' money. There is a strong focus on governance with a clear focus on opportunities to innovate and improve, whilst working ambitiously with our partners to shape our place and our opportunities.

## **Accountable to:**

Executive Director – Resources. The role sits within the Resources Directorate.

## **Role Specific Responsibilities:**

1. Direct, lead and manage the design, development and delivery of the Digital, Technology and Innovation (DTI) service, ensuring value for money and a motivated, skilled technical team, able to deliver all aspects of the portfolio of services.
2. Responsible for the leadership, vision, development and implementation of the IT Strategy for WNC that supports the successful delivery of the council priorities and for the delivery of the IT strategic roadmap, aligned to the service needs of the council.
3. Work collaboratively with services to identify and deploy technological solutions that can transform and improve the productivity and efficiency of services and lead to better customer experience and outcomes.
4. Accountable for the management of budgets and the delivery of the medium-term financial plan across the services under DTI, ensuring resources are allocated effectively for the delivery of intended outcomes and in a manner which demonstrates value for money and compliance with relevant policies and guides.

5. Lead on the evaluation, design, implementation, development and maintenance of the council's ICT applications and infrastructure, ensuring technology standards and best practices are met and there is alignment between wider organisational transformation and technology solutions.
6. Responsible for protecting the council from cyber security threats.
7. Lead the Business Systems and ERP shared services to ensure delivery of critical business systems across partners to established SLAs and KPIs.
8. Provide strong professional and managerial leadership, including setting clear objectives and measures, allocating resources, assessing impact and creating a working environment where employees thrive, delivering services to the highest possible standard.
9. Work closely with Information Governance and actively contribute to and participate in the development and maintenance of Information Management strategies.
10. Identify and deliver best value and efficiencies for IT services and identify and facilitate cost savings elsewhere in the Council that are dependent on either technical, digital or system solutions.
11. Manage the sourcing, vendor & contract management, provisioning and deployment of IT Services and solutions to required service levels
12. Provide leadership in risk management, emergency response and business continuity both corporately and as part of the Resources directorate, being available for response rotas as required.
13. Manage the Council's DTI framework of policies and procedure, ensuring they meet service needs and promote and maintain the security of all Council data and activity.
14. Develop and maintain effective working relationships across the council's leadership team, with elected Members and other senior stakeholders, fostering positive and productive relationships and dealing with issues quickly and professionally.
15. Maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, through effective use of Office 365 and our internal IT systems and applications.
16. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
17. Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

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.

## Standard Responsibilities:

### 1. **Culture & Wellbeing**

Responsible for the establishment and maintenance of a positive organisational culture, incorporating safety into all activities, fostering a culture that priorities the wellbeing of all colleagues in the service.

### 2. **Compliance**

Ensure that all activities within the service comply with the council's Constitution, finance and contract procurement rules and safeguarding responsibilities, and that effective systems operate within the service to manage performance and risk.

### 3. **Resources/Financial Management**

Ensure spending is contained within the allocated budget, exercising strong budgetary control and prioritising use of resources and assets to support the delivery of the council's corporate vision, upholding your responsibility to deliver value for money.

### 4. **Governance**

Ensure Compliance with the Council's governance framework in particular the documents set out in the Council's Code of Corporate Governance, supporting the Council in preparing its Annual Governance Statement in relation to the service area.

### 5. **Health & Safety**

Responsible for ensuring compliance across the service(s) with corporate health, safety and wellbeing strategy, policies and procedures; relevant legislation and regulations; overseeing the assessment of risk and implementing preventative measures to safeguard colleagues and service users.

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## Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

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(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

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

Skills and abilities:	Essential / Desirable	Measured by
Skilled in engaging with all stakeholders and ability to take responsibility for driving forward and implementing corporate and service improvements.	E	A, I
Strong management skills and a successful track record of leading organisational change. The ability to lead and influence others, make informed decisions and build and maintain successful relationships and networks.	E	A, I
Demonstrate a proven ability to lead, manage and motivate services/teams in a challenging and changing environment.	E	A, I
Ability to see the big picture, interpret it and develop relevant strategies, plans and deliverables to address complex issues	E	A, I, T
Demonstrate ability to work well under pressure, achieving deadlines. Prepared to quickly and flexibly react to the needs of the council, its customers and partners	E	A, I
Demonstrable leadership skills, specifically the ability to 'take people' with you, empower teams and promote organisational vision and values.	E	I
A skilled influencer with the confidence to challenge organisational practices and individual behaviours as appropriate.	E	A, I
Ability to work collaboratively, as part of the senior leadership group, and take shared responsibility for organisational performance.	E	A, I
Strategic and analytical thinking skills to provide creative and fit for purpose solutions to problems, thinking about the need of the organisation and the role technology transformation plays in meeting these needs.	E	A, I
Highly developed technical and non-technical interpersonal and communication skills with ability to converse freely with technical architects, software developers, engineers as well as political leadership and corporate management	E	A, I

<b>Knowledge:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Good knowledge and understanding of local government and statutory requirements and thorough understanding of the current issues and future challenges facing the sector and their impact across a range of local government services	E	A, T, I
Knowledge of the frameworks and processes required to lead IT service delivery	E	A, I
Understanding of, and commitment to, equality of opportunity in its widest sense; possesses knowledge of best practice in inclusive leadership and removing barriers for opportunities and access to services.	E	I
Understanding of the specific complexities of local government IT service delivery, and the major influences and challenges faced	E	A, I
Understanding of the local government constitution and frameworks for decision-making	D	A, I
Excellent understanding of the political context at a local, regional and national level, and the ability to operate sensitively and efficiently within a political environment.	E	A, I

<b>Relevant experience:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Experienced professional with substantial leadership experience in IT at a senior level and in leading and managing large scale ICT projects.	E	A, I, D
A proven track record of successfully managing finance, risk and performance within the context of a demand-led but resource-constrained service.	E	A, I, D
Experience of shaping technology, innovation and transformation strategies and objectives, covering a range of services and activities with shared objectives.	E	A, I, D
A demonstrable track record of leading, motivating and managing large teams to achieve high performing and significant, sustainable service improvements and outstanding results, through internal and external partnerships.	E	A, I
Experience of developing and implementing planning, commissioning and performance frameworks in a multi-disciplinary and Partnership environment as well as restructuring and integrating complex functions	D	A, I
Substantial experience of managing key transformation & change within complex services or areas and of applying commercial judgement in making decisions that will deliver cost-effective and efficient results	E	A, I
Effective partnership working and collaboration; developing and maintaining positive and productive relationships with a range of internal and external stakeholders and strategic partners.	A	A, I

Experience of managing large operational and project budgets in a demanding and changing public services environment	E	A, I
Experience of working at a senior level within a political environment and responding appropriately to challenge and scrutiny.	E	A, I

<b>Education, training and work qualifications:</b>	<b>Essential / Desirable</b>	<b>Measured by</b>
Educated to Degree level, or equivalent experience, in a relevant subject area	Essential	A, D
Post specific professional qualification appropriate to the role at Level 7, or equivalent, or be able to demonstrate significant experience in a similar role.	Essential	A, D
Evidence of continuous professional development which reflects commitment to effective management in a large organisation.	Essential	A, D, I
Qualification in common project and portfolio management techniques (e.g. PRINCE, AGILE)	Desirable	A, D, I

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

## Day-to-day in the role:

<b>Hours:</b>	37	<b>Primary work base:</b>	Northampton
<b>Job family band:</b>	Strategic Management 13	<b>Worker type:</b>	Flexible <b>Part-flexible</b> Fixed Field-based worker
<b>Salary range:</b>	£99,947 – £106,218	<b>Budget responsibility:</b>	c.£8m
<b>People management responsibility:</b>	Yes, 5-7 direct reports, overall service FTE c.138		

### Working conditions & how we work:

This role has been identified as a part-flexible worker type, this means that you will be able to work from other work locations when not working from an office. You will be working remotely for up to 3 days a week (including from home).

## Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

<b>T</b> Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
<b>H</b> High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
<b>R</b> Respect	we respect each other and our customers in a diverse, professional and supportive environment.
<b>I</b> Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
<b>V</b> Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
<b>E</b> Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

**“Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture”**



# When potential is unlocked, talent *thrives*

Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

## The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.
- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.
- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.
- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

