

WHERE
CAREERS
THRIVE

When potential
is unlocked,
talent *thrives*



West
Northamptonshire
Council

Job description and person specification

Head of Shared Service Business Systems

Digital, Technology & Innovation, Corporate Services

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'.



West
Northamptonshire
Council

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.

Purpose and impact:

To lead, manage and develop the council's shared service business systems function, ensuring high-performance delivery of application selection, deployment, maintenance, support and change for the applications delivered to the lead authority shared services partnership; ensuring the highest quality of user experience and function at the best value for money for the council and its partners.

Accountable to:

Reports to: Chief Information Officer

Responsibilities:

1. Devise the shared service roadmap for developing its business systems, ensuring modernisation of systems, skills, processes and governance and working collaboratively with senior stakeholders to meet the shared service partners' needs and priorities.
2. Lead and manage the Business Systems service management and functional development teams, recruiting where needed and mentoring, coaching and developing staff to create a culture of consistently high performance.
3. Ensure the delivery of a high performance service to applicable industry standards, meeting both KPIs and SLAs, and devising appropriate metrics and reporting to support continuous improvement.
4. Work as part of the DTI senior management team to set divisional policy, support planning of strategy and major initiatives, and take executive decisions; advocating for the team and the service.
5. Ensure the delivery of key service projects, providing strategic input and marshalling resources to support organisational need.
6. Act as a key point of escalation for problems and incidents within Business Systems, keeping stakeholders regularly informed and managing any downtime or service issues.
7. Select, own and manage contract and supplier relationships with key application suppliers, holding third parties to account and monitoring and measuring performance and value for money.
8. Maintain up-to-date knowledge of the business applications landscape, delivery methods and associated standards to support the council and its shared service partners.

9. Collaborate with the Architecture and Cyber Security teams to ensure applications are built, deployed and extended in line with architectural principles, and regularly tested and fortified to defend against cyber attacks.
10. Manage the service budget and ensure compliance with all relevant organisation processes, standards and legal requirements
11. 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.
12. To 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.
13. Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.
14. 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.

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.

Skills, knowledge and experience	Essential / Desirable	Measured by
Management experience: Experience of managing multi-disciplinary teams responsible for enterprise-wide functions above SME scale at a senior level <i>within the public sector</i>	Essential <i>Desirable</i>	A/I/P
Customer and stakeholder management: Demonstrable track record of managing support and service improvements for both internal and external customers to agreed SLAs	Essential	A/I/P
Contract and supplier management: Demonstrable track record of managing contracts and suppliers to achieve organisational aims	Essential	A/I/P
Budget management: Demonstrable track record of managing complex budgeting, including systems for cost sharing and recharging	Essential	A/I/P
Project management: Demonstrable experience of delivering technology projects and programmes successfully to time and budget	Essential	A/I/P
Equal opportunities: Ability to demonstrate awareness / understanding of equal opportunities and other people's behaviour, physical, social and welfare needs	Essential	A/I/P
Demonstrate effective use of Office 365 (incl. Teams, OneDrive, etc.)	Essential	A/I/P

Education, training and work qualifications:	Essential / Desirable	Measured by
Key Skill Level 4: Bachelor's degree; HNC; HND NVQ level 4 or equivalent; including professional qualification – or proven ability to work at this level	Essential	A/I/D
Appropriate qualification in service management (e.g. ITIL) or equivalent professional experience	Essential	A/I/D
Appropriate qualification in project management (e.g. PRINCE2 or Agile certification) or equivalent professional experience	Essential	A/I/D

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:

Hours:	37	Primary work base:	One Angel Square, Northampton
Job family band:	Senior Management 12	Worker type:	Flexible
Salary range:	£82,113 – £88,231	Budget responsibility:	c. £3.8m
People management responsibility:	Yes		

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.

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

