Job Description and Person Specification

Job details

Job title: Digital Relationship Lead

Grade: 8

Reports to: Head of Digital

Directorate and Service area: Chief Executive's – Technology, Digital and Data

Purpose of the job

This role is pivotal in fostering collaboration between our digital and technology teams and service areas across the council. Through engagement with service areas the role will help ensure seamless communication; support the gathering of technology and digital requirements and needs; prioritise and schedule activity; and drive innovation and the integration of digital best practices across directorates and services.

Principal responsibilities

- Engage with stakeholders: Actively engage with directorates and services to understand their technology and digital business needs and opportunities, offering expert advice and embedding digital best practices.

- Act as a liaison: Serve as a critical link between TDD services and the requirements of council directorates and services, ensuring alignment and mutual understanding.

- Manage relationships: Cultivate and manage positive relationships between services and the TDD team, fostering a cooperative and productive environment.

- Promote TDD initiatives: Communicate and promote the work and initiatives of the TDD team to various services, highlighting the benefits and impacts.

- Prioritisation: Assist the TDD service in managing and prioritising work requests from service areas, ensuring that the most business-critical and impactful activities are given precedence.

- Communicate complex information: Effectively convey complex digital information to service areas and relay business requests to the TDD service, aiding informed decision-making for service delivery.

- Support delivery processes: Guide service areas through the agreed approval pathways for engaging with TDD services and delivering projects, ensuring adherence to protocols and efficient execution.

- Identify cross dependencies: Recognise and address interconnections between various business areas, proactively facilitating effective collaboration to enhance service delivery.

- Route of escalation: Establish a clear pathway for escalating issues between TDD and the business, ensuring timely communication and resolution plans are discussed and agreed upon.

- Provide line management within a digital team.

General responsibilities applicable to all jobs

- Demonstrate commitment towards the delivery of the Council's vision, key commitments, values, and behaviours.
- Ensure corporate processes are followed and implemented for all areas of the postholder's work and responsibility.
- 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.

Working hours

The role may require working some anti-social hours. The post holder may be required to work occasional evenings and weekends depending on the nature of the task. They may also be required to work additional hours during peak periods and may be required to be part of the services' on-call rota for 'out of hours' emergency cover.

Person Specification

Digital Relationship Lead

Attributes	Essential criteria	Desirable criteria
Education, Qualifications and Training	Relevant degree level education and/or equivalent experience.	Relevant vocational qualification in a relevant subject or area.
Experience and Knowledge	Experience in digital relationship management or IT Business Partnering. Working with senior management in the prioritisation and planning of technology and digital projects and activity. Supporting the delivery of technology and digital activities in a large and complex organisation. Managing relationships with key stakeholders. Knowledge of current regulations governing public sector technology procurement, delivery and development. Managing a team and supporting staff in agile project delivery.	Experience in a similar role in the public sector. Knowledge and experience of technology architecture, service design and digital transformation. Knowledge of programme and project management and delivery. Knowledge of local government procurement processes.
Ability and Skills	Excellent communications and engagement skills. Able to advise, influence and persuade senior managers. Able to work in a flexible and agile manner. Presentation skills and comfortable engaging with stakeholders at all levels of the organisation.	User experience and Service Design. Change management. Innovative thinking. Support a team to develop and grow within an agile environment.

	Process focused and able to provide robust tracking and reporting of activity.	
Equal Opportunities	Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs.	N/A
Additional Factors	Ability to work outside of normal office hours when needed in order to support emergency situations and priority projects with particularly tight deadlines. Ability to travel to different locations as required	Ability to drive with access to a vehicle.