

JOB DESCRIPTION



Job Title: Head of IT

Effective date: Aug 2024

Grade: 14

Location: Maidstone, Swale and Tunbridge Wells

Responsible to: Mid Kent Services Director

ROLE SUMMARY

Mid Kent Services (MKS) exists to provide a range of services in partnership; this primarily includes Maidstone Borough Council, Swale Borough Council and Tunbridge Wells Borough Council working in collaboration. In the case of the ICT service this also includes working at a strategic level with Kent County Council. The services are central to all that the organisation does and, while all staff have a personal responsibility for high quality services, this role will be at the forefront of the ensuring that MKS services are accessible, efficient and responsive to the needs of both staff and the public.

Reporting arrangements would be through to the MKS Management Board which is made up of the leaders and chief executives from each of the authorities or other Board appointed by them, day to day management would be to the MKS director.

The role will require political awareness, strategic thinking and interpretation, good people skills and the ability to reflect the different cultures in each of the authorities. MKS can be recognised as if it is an entity but it is made up of separate organisations with different strategic priorities and issues

Through dynamic, strategic leadership of a team of approximately 40 people, the postholder will be responsible for the development and improvement of MKS 'ICT strategy'. A key challenge will be establishing and embedding the shared ICT service concept in everything MKS does, through challenging perceptions and changing behaviours

The postholder's focus will be on ensuring that all service-related decisions are considered from the end-user's perspective (both internal and external), devising innovative new practices and processes, and acting as a change agent.

A clear insight into how ICT can be used to deliver both customer excellence and efficiency savings for the partnership will be essential. The post holder will be expected to have a range of interpersonal skills including influencing others and building consensus in order to achieve change.

Working closely with Senior Management Team colleagues and with stakeholders in the MKS, Kent Connects and Kent County Council, they will ensure that resources, processes, training and ICT systems are all co-ordinated to drive continuous improvement in service delivery.

The demands on the service are also significant and the postholder will need to balance the requirement to ensure resilience on a day to day basis as well as identifying and developing new approaches and systems.

PURPOSE OF JOB

To ensure the development, implementation and ongoing maintenance of MKS ICT Strategy by managing the delivery of the Shared ICT service to defined cost, availability and response time targets and ensuring that ICT and change/project management services are provided equitably for all partners.

CORPORATE ACCOUNTABILITIES

- Participate in the leadership and management of MKS as an active member of the Partnership Senior Management Teams, playing a key role in the strategic direction, financing and culture of MKS and each of the partner organisations via contribution to strategic planning, budget and policy frameworks.
- Act as an adviser to the Partnership on service transformation possibilities through ICT, to support the delivery of high quality and cost effective services across all partners.

LEADERSHIP ACCOUNTABILITIES

- Provide clear, strong and motivational leadership within the Service area to create a high performance culture that drives continual improvement, efficiency savings and high levels of customer satisfaction.
- Manage financial, human and other resources efficiently and effectively, ensuring there are sufficient available to discharge the Service's functions in line with published priorities, performance standards and budget requirements.
- Determine the structures, roles and processes required to deliver services in line with plans and ensure that appropriately skilled and motivated resources are deployed at each level so that targets for performance, efficiency, customer satisfaction and value for money are met.

PARTNERSHIP ACCOUNTABILITIES

- Lead the development and maintenance of strategic relationships with key external stakeholders in the public, private and voluntary sectors, to optimise opportunities for delivering services in partnership or via current and future shared service arrangements.
- Manage relationships with stakeholders, other authorities, partner organisations and other agencies and to enhance the partnership performance, reputation and image externally.
- Manage relationships with stakeholders, Gateway partners and other agencies to enhance the council's performance, reputation and image externally.
- To review and develop future partnership arrangements that will enable communities and businesses to take advantage of ICT developments to improve economic and social mobility.

SERVICE EXCELLENCE ACCOUNTABILITIES

- Continually seek feedback from stakeholders and lead the development and implementation of new and innovative models of service delivery that drive efficiency savings, take out cost and ensure high levels of customer satisfaction.
- Lead the development and delivery of the MKS Shared ICT service plan such that it is aligned with, and enables the achievement of the overall strategic aims of MKS and its wider partners.
- Maintain a strong understanding of MKS Partners, in order to identify opportunities for improving the way in which the organisation engages with its customers.
- Ensure that MKS ICT Shared service undertakes effective market research, marketing and consultation activities, so that services and customer access channels are genuinely responsive to the needs of the community.
- Lead the development and implementation of plans to encourage and enhance the use of ICT in the wider partnership to contribute to a culture of learning, support and innovation.

OTHER ACCOUNTABILITIES

- Commitment to the Council's Strategic Plan
- To undertake any training and development as required
- To comply fully with the Council's Equal Opportunity Policy
- To comply fully with the Council's Health and Safety at Work Policy
- To assist as required in the Council's Emergency Plan
- To comply fully with the Council's IT Security Policy
- To undertake other duties commensurate with the grade of the post

PERSON SPECIFICATION

Attributes:		Essential/ Desirable	Assessed by
Education Training & Knowledge	<ul style="list-style-type: none"> ▪ Good understanding of the use of diverse systems and processes relating to effective customer relations. ▪ Knowledge of the potential for a range of technological applications to improve customer services and experience of delivering service benefits through ICT. ▪ Qualifications – Degree in ICT or equivalent related qualification ▪ High level of financial planning and budget management acumen. ▪ Detailed knowledge of local government services and structures. ▪ Excellent relationship building and partnership working skills. ▪ High analytical skills and the ability to provide practical and creative solutions ▪ Ability to communicate effectively and to present views positively and persuasively in order to gain support ▪ Ability to relate, and work with people at all levels and to motivate staff and maximise their potential 	Essential	Application
		Essential	Interview
		Essential	Application
		Essential	Application
		Essential	Application
		Essential	Interview
		Essential	Application
		Essential	Interview
		Essential	Interview
Experience	<ul style="list-style-type: none"> ▪ Experience of formulating policy in a customer service setting. ▪ Experience of working at a senior level in an ICT or Digital team ▪ Proven track record of implementing transformational change. ▪ Experience of successfully identifying and implementing changes to services to improve delivery and customer satisfaction. ▪ Proven track record of budget and people management experience. ▪ Experience of managing and delivering large scale ICT projects (to budget and completion targets), developing targets and measures and re-evaluating priorities and resources 	Essential	Application
		Essential	Application
		Essential	Interview
		Essential	Interview
		Essential	Interview
		Essential	Interview
		Essential	Application