**Job Capsule Supplementary Information: Head of Digital Transformation**

**This supplementary information for the Head of Digital Transformation is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Leadership Level 6**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

To establish, maintain and communicate the Council’s digital strategy and lead the design and implementation of the Council’s digital technology architecture. To provide leadership in defining and shaping successful digital transformation projects.

Reporting to the Chief Information Officer this is a senior management role and part of the Camden ICT Senior Leadership Team. The Head of Digital Transformation will be the principal authority for digital policy and strategy across the Council, delegated from the CIO.

Managing a small team of developers (acting as the lead for distributed architecture functions across the service), responsibilities will include:

* Establishing, maintaining and communicating the Council’s digital strategy, including digital technology selection and architecture, and design and delivery standards; and developing these as an integrated part of the business strategy.
* Leading on the design and implementation of the Council’s digital technology architecture
* Providing leadership in defining and shaping successful digital transformation projects, by specifying a manageable scope of work, developing a credible delivery roadmap, establishing an agile and sustainable delivery model, and securing the agreement to prioritisation from senior managers in service departments.

**Example outcomes or objectives that this role will deliver**

The post holder will be expected to perform at SFIA Level 7, setting strategy and inspiring and mobilising all stakeholders.

Tasks will include but are not limited to:

* Direct responsibility for the leadership and management of digital development including software and integration development and the digital architecture.
* Direct responsibility for the leadership and management of digital design and research including business relationship management, user experience research and design, and service design.
* Direct responsibility for the leadership and management of the development of an enterprise-wide digital technology architecture and processes which ensure that the strategic application of technology is embedded in the management of the organisation.
* Direct responsibility for an annual budget of circa £600,000.
* Leading on the evaluation and impact analysis of major digital design options, devising and initiating assignments, and establishing appropriate mixed discipline teams to deliver digital solutions.
* Communicating the digital technology strategy and plan as appropriate throughout the organisation, influencing across the organisation to ensure its successful adoption and implementation. Regularly monitoring and reviewing progress, updating and evolving the digital technology strategy and plan as required, working with senior stakeholders as necessary.
* Keeping senior management up-to-date on technology trends, and developments and advising them on the commercial implications and associated business opportunities. Advising and briefing other staff as appropriate.
* Exploiting new approaches, proposals and technologies to develop a credible digital technology strategy, building on the existing strengths of the current estate and marrying all relevant organisation objectives with achievable goals.
* Maintaining up-to-date knowledge of emerging digital technology trends and developments in areas of interest to the organisation seeking to identify where technology might be deployed in order to deliver business improvements.
* Providing leadership in order that employees have clear expectations that are aligned with business goals; having employees who believe that they have the opportunity to contribute and realise their full potential at Camden.
* Effectively coaching and developing, and performance managing, staff.
* Through consultation, as appropriate with council departments, ensuring the technology strategy is well understood and viewed as leading Camden to the forefront of exploitation of technology within the sector.
* Initiating and exploring ways of improving current service to our customers, users and staff.
* Creating and promoting a constructive dialogue with senior managers in order to align strategy so that the council achieves its business objectives.
* Taking full responsibility for budgeting, estimating, planning and objective setting for the work of the function, within agreed policies and establishing systems to monitor progress and take corrective action should this be needed.
* Identifying, championing, and providing delivery and technical assurance for digital and ICT projects.
* On the basis of both experience and foresight, setting up and maintaining a risk management programme. In the event of a crisis, minimising its effect and managing resolution so as to bring the situation to a satisfactory conclusion.
* Responsible for forward planning to future proof the service over a number of years.
* Maintaining expert awareness of technology developments within the IT industry and across the sector.

**People management responsibilities**

* Line Management for small team of expert digital developers and the relationship managers.
* Responsibility for a team of staff.

**Relationships**

* Internal at all levels including executive, senior officer, officer and members.
* External, including local government, membership bodies and professional bodies.
* To represent ICT and the Council at national and international level.
* This post reports to the Chief Information Officer.

**Work environment**

* The post-holder will be required to deputise for the Chief Information Officer from time to time.
* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

Expertise in the following domains is required:

* Ideally educated to bachelor degree level, holding a relevant professional qualification and ideally has a postgraduate qualification such as an MSc, MBA, or other appropriate business, engineering, scientific or industry qualification, or equivalent work experience.
* Special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
* High level of management skills, with particular emphasis on technical design and implementation and interpersonal skills.
* Current and thorough understanding of developments in the application of ICT and is able to lead, challenge and interpret advice from specialists – technical or otherwise.
* In-depth expertise in interpreting requirements into technology solutions.
* Strong communication, relationship building, negotiation and influencing skills.
* Proficient with relevant legislation pertaining to the Government/ Public Sector IT e.g. Data Protection Act, Freedom of Information Act.
* Proficient in the principles, methods, techniques and tools for the preparation and monitoring of budgets to minimise costs and ensure cost-effectiveness.
* Excellent verbal and written communication skills, enabling the post holder to prepare and present recommendations to all levels of management.
* Contract and commercial management.
* Supplier management.
* Expert in understanding the business environment of the organisation and closely associated organisations and the organisation’s technical platforms.
* Expert in understanding the functional structure of businesses and other organisations; their mission, objectives, strategies and critical success factors. Knowledge and understanding of organisational culture.
* Expert in understanding the IT/ IS infrastructure and the IT applications and service processes used within the organisation.
* Proficient in the digital development techniques and methods required to deliver modern, high quality user interfaces and interactions.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>