Job Profile

Job Title: Digital Change and Delivery Lead

Job Grade: Level 5, Zone 1

Salary Range: £47,575 - £55,188

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the Team:

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a proactive digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, and supporting colleagues in finding new and exciting ways to work effectively in Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

About the Role:

The role is responsible for delivering the benefits that our digital productivity solutions promise by supporting cross-organisational digital transformation. Focusing on transforming our working practices in a hybrid environment. The role takes the lead in the development of our digital adoption strategy, ensuring it tackles the modern challenges our users face. The role is focused on developing our tools to support the broader workforce and ensures that change is linked to business need, being felt across the entire organisation.

Key Responsibilities for this role include:

Oversee and implement a framework for the development of our productivity toolset, including the configuration of existing tools and the testing and acquisition of new tools.

- o Identify opportunities to enable or develop existing functionality across the productivity toolset which includes M365, Surface, Windows and various other 3rd party tools. Focusing on the user experience and benefits to the business.
- o Ensure that appropriate controls and mechanisms are in place to promote the wide adoption and use of these tools.
- o Lead the creation of system conditions, mechanisms, and processes to ensure staff can improve services through the adoption of our productivity tools.

- Referring departments and teams from within the organisation to the Business Solutions Team when appropriate for closer engagement work.

Develop and lead the technology adoption strategy to bring about organisation wide digital transformation. Working with stakeholders and in-line with applicable strategies.

- Lead and manage the development of cross-organisation productivity tools, ensuring they are used to continually improve the digital employee experience (DEX) and promoting internal communication and collaboration.
- Lead cross-departmental and multidisciplinary teams, planning, directing, coordinating, and executing activities to drive continual improvement.
- Working with appropriate partners to ensure robust information governance is part of the design and user experience.
- Chair governance boards, presenting to a range of different stakeholders, from senior management teams to show and tells at all staff meetings.
- Implement and champion the use of analytics and user testing to make informed decisions with our stakeholders.

Identifying opportunities and creating business cases to further our digital transformation journey.

- Work closely with stakeholders to clarify changing requirements. Identify, recommend, and support the development and delivery of improvements.
- Lead the development and implementation of policies, procedures, and systems that promote the use of technology in suitable, sustainable and healthy way.
- Ensuring these opportunities are generated from and informed with appropriate user insight and business needs analyse – working across the team to draw together innovative solutions to problems.
- Developing an external network of contacts through suppliers, councils, and other organisations to learn from best practice across the industry.

Core skills to achieve these responsibilities include:

- Inclusive leadership skills that demonstrate authentic commitment to diversity, challenges the status quo and holds others
- accountable in a respectful yet effective manner.
- Coaching and management ability, delegating when appropriate
- Ability to investigate, configure, pilot and evaluate products objectively based on business benefit
- Is outcome and impact driven, capable of keeping teams focused on delivery
- Able to development and execution complex, all organisation communication plans
- Experience working in a modern agile delivery environment (Scrum, Kanban etc)
- You will naturally support, and learn, from the people around you, always looking to do things better.
- Ability to drive improvement and innovation in customer service through taking a whole systems approach.
- Ability to manipulate and interpret data analytics to develop insight and tangible actions.
- Confident in networking and engaging with external and internal stakeholders
- Desirable skills include:
- Background in the configuration of systems and cloud-based productivity products.
- Background in common user focused cyber security standards and protocol.
- Good working knowledge of ISO 27001 and the GDPR.

- Technical knowledge and experience
- BSc in relevant discipline, or equivalent industry experience.
- Experience in the configuration of cloud-based products.
- Proven record of delivering innovation and change in large, complex organisations.
- Experience of evaluating customer service practice and acting on evidence to drive change.
- Proven track record of delivering on objectives with demonstrable impact to improve user experience.

Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

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.

People management responsibilities

- Line management responsibilities for the Engagement and Delivery Officer and Evergreen and Support Analyst

Relationships

- This post reports to the Technology Adoption Manager.
- You will work across the Technology Adoption Team, working closely with the other leads to coordinate activity, build process and plan effectively
- Key internal relationships that will need development include, but are not limited to - Organisational Development, Learning and
- Development, Internal Communications, User Experience, User Access, IT Service Desk.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden click here.

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.