

Job Title: Head of Operations – Digital and Data Services

Job Grade: Level 6 Zone 2

Directly reporting to the Chief Digital & Information Officer (CDIO), this is a senior management role and part of the Camden Digital & Data Service (DDS) leadership team. The Head of Operations is our most senior delivery professional and will have direct responsibility for the leadership of the following functional areas for DDS :

- Delivery Management
- Business Analysis
- Commercial Management
- DDS Communications

The successful candidate will be working directly with the CDIO and department leads to structure a new way of working within DDS that creates excellence in delivery, incorporating a greater shift to agile ways of working.

We are looking for someone that can strike that critical balance between leadership and empowerment – enabling others to succeed through clarity of direction and strong decision-making.

Key Accountabilities:

Delivery Management:

- Directly accountable for shaping, implementing and steering DDSs overall project, programme & portfolio methodology. Ensuring best practice delivery processes and behaviours are in place and being adhered to.
- Leading the implementation of agile ways of working at scale. Acting as an ambassador and translator for agile delivery by implementing iterative ways of working that fit our aspirations to deliver value early and often.
- Programme management of DDS strategy workstreams - with particular focus on delivering on our digital inclusion aspirations.
- Lead from the front during initiation, escalation and evaluation of major strategic programmes of work where significant DDS presence.
- Evolving our framework to capture end user and organisational needs better. Ensuring we have a clear correlation between outputs and required outcomes/benefits

Commercial Management

- Directly responsible for a team budget of £2 million
- Overall cost control and reporting responsibility for DDS wide budget (£25+million) - leading contributory ownership with departmental heads and the finance department.
- Resource forecasting and risk management across DDSs 200+ FTEs in collaboration with department heads
- Commissioning, procurement and supplier management of all portfolio-related contracts.
- Setting procurement and contract management policies and standards

Communications Management

- Creating greater transparency around DDS work both internally & externally to the council

- Establish an internal DDS delivery communication structure to strengthen relationships with departmental leads outside DDS
- Management of FOI responses relating to DDS
- Act as DDS representative where required across partner organisations such as the London Office of Technology and Innovation - offering your perspective as well as bringing back key learnings.
- Deliver an external communications programme to attract talent, working closely with our comms team to establish the most efficient way to deliver this.

Line management

- Coach, develop and performance manage a team of 32 delivery, business analysis and procurement specialists

About you:

- A proven track record of operational delivery with more than five years' experience of managing complex programmes of work within a technology environment
- Strong working knowledge of standard delivery methodologies, including agile (SCRUM, Kanban) and waterfall, to allow selection of the appropriate approach for specific engagements. We are looking for someone with a pragmatic approach forged through years of hands-on delivery experience.
- Strong understanding of commercial management - experienced in managing multi million pound departmental budgets. You know how to negotiate, influence and set budgets in complex environments.
- Comfortable making decisions. Well versed in using evidence and knowledge to formulate their decisions – carefully considering alternative options, implications and risks.
- A highly collaborative leader with experience in building senior-level relationships and influencing key decision-makers in an organisation. Adept at translating complex terminology and principles to a non-technical audience.
- Organizationally and politically savvy, a consummate diplomat capable of understanding and navigating the personalities, obstacles and politics of the organisation.
- Credible experience in improving the diversity, inclusion and culture of a large organisation and improving employee engagement overall.