

Job Description

Job Title:	Digital & IT Delivery Lead		
Grade:	RSMC	Salary:	
Reports to:	Chief Digital Information Officer		
Accountable to:	Corporate Management Team Elected Members	Conditions:	JNC for Chief Officers
Direct Reports:	3	Total Staff & Budget:	4 – Accountable for up to £5m project spend p.a.

Main Purpose of the Job:

The Reading Borough Council ICT estate encompasses Wide and Local Area networks for 66 sites, End User Services for 2100 users, Unified Communications, Cloud and Private Hosting facilities for the Council's Infrastructure and Line of Business applications, Print Services, Mobile Telephony and IT Service Management tooling.

The Delivery Lead role is responsible for managing the relationship between the Business and the ICT Team, working with the business to understand business demand for ICT Services and delivering new/updated ICT capability and capacity to meet that demand to the necessary standard.

Key Responsibilities:

1. Manage relationships with both RBC internal and external customers through effective business partnering, being the bridge into ICT Operations.
2. Define and ensure regular provision of a full suite of service reporting to key internal customer stakeholders and the other members of the ICT Senior Management team from the Service Tower supply chain
3. Be accountable for the overall ICT Portfolio defining, designing and delivering major ICT programmes and individual projects, acting as a point of escalation when required.
4. With the Programme Officer, ensure the effective facilitation of 'demand' delivery and service transition to the Operations team, administering projects and programmes, such that cost, quality, plan, time, and benefits realisation are controlled and achieved.
5. Be the 'Second Escalation Point' for Project and Delivery disputes, clarification or priority calls where an issue requires intervention, decision or resolution.
6. Provide a forward view of business need for ICT services via the ICT Business Partnering function and delivery pipeline.
7. Be accountable for the risk and quality assurance standards, processes and capabilities that underpin the ICT Operations.
8. Through the ICT Business Partner (ITBP), ensure the strategic interface with assigned business units or functional areas informs business technology strategy development, solution discovery, service management, risk management and relationship management.
9. Liaise with senior management to create a vision and development plan for ICT that supports Reading Borough Council's Digital Future Strategy's initiatives and priorities.
10. Accountable for the management of Council ICT projects and suppliers delivering technology through projects and change.
11. Responsible for the quality assurance and 'transition to live' for new ICT services and projects.

12. Working with the Operations Lead and ICT Business Partners, maintain an awareness of staff, customer and management requirements to provide support and guidance to assist users, helping them to make the most of the provision and ensuring that their ICT requirements are met.

Information Common to all Reading Borough Council Job Descriptions

1. All work performed and duties undertaken must be carried out in accordance with relevant Council and Departmental policies and procedures, within legislation, and with regard to the needs of our customers and the diverse community we serve.
2. This document sets out the main dimensions of the job it describes. It does not define all individual tasks, which may be expected to change from time to time to meet operational needs.
3. Job holders will be expected to be flexible in their duties and carry out any other duties commensurate with the grade and falling within the general scope of the job, as requested by management.

Health & Safety/Risk Management

1. Ensure that all aspects of the Council's Health & Safety Policies and Procedures are adhered to.
2. Be responsible for identifying and managing all risks associated with the job role through effective application of internal controls and risk assessments to support the achievement of corporate and service objectives.
3. Be available to assist in Emergency/Disaster Recovery situations.

Contacts and Relationships

At this level the post holder will have significant contact with and senior officers of the Council and other clients along with Elected Members as required. As the lead officer for this area, the post holder will have contact with the public through engagement led by the Council as well as planned and unplanned communication with local media.

Other Role Information

This is a politically restricted post, and the post holder cannot be elected as a councillor in any local authority.

Person Specification

Qualifications

1. Bachelor's degree in Information Technology or related field/equivalent, plus demonstrable experience in delivering complex technology programmes in a multi – vendor provision
2. Certified in programme and project management methodology e.g. Prince2 Practitioner, MSP, APM or equivalent
3. Suitable Risk Management qualification e.g. ITSM Management of Risk or equivalent

Experience

1. Extensive experience of leading large multi-stream programmes in complex, multiple stakeholder, matrix managed technology environments with multiple suppliers.
2. Significant knowledge and experience of enterprise ICT with experience of the Public Sector.
3. Knowledge and expertise of shaping programmes and projects utilising a variety of delivery frameworks, methodologies and tools.
4. Experience delivering projects in an outsourced environment, liaising with multiple business units, conflicting priorities and projects (both internal and external service providers and suppliers) at the same time.
5. Experience of managing relationships to deliver complex projects to budget and on time.

Skills and Abilities

1. Seasoned practitioner in project/programme delivery
2. Understanding of design thinking and agile methods, and experience of applying them in project delivery
3. Subject Matter Expert in delivery, planning, scheduling and budget management, balancing commercial expectations with risk and reputation impact
4. Proven experience and capability to operate within agreed budget level and minimising costs and driving efficiencies.
5. Demonstrates business and resource planning, using techniques to support projects, tenders, and business case
6. The post holder can demonstrate skills in Risk Management ensuring risks are appropriately identified and mitigated.
7. Proven experience of engaging at all levels, both internally and with suppliers, achieving required outcomes through influence and persuasion, as well as through direct line authority.
8. Excellent communication skills - written and oral, customer focussed, team-worker, who is a flexible, adaptable, problem solver and able to work systematically and with little direct supervision.
9. Proven experience of developing and delivering transformation programmes in similar sized & complex organisations.
10. Proven experience of managing staff in a matrix structure through significant organisational, structural and technology change
11. Proven knowledge and experience of delivering projects into an ITIL support framework.

Specific Working Requirements

1. Health & Safety responsibility at level 2.

2. Able to occasionally work outside of normal working hours during the crucial stage of a project or programme