

Job Description

Job Title:	Digital & IT Operations 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:	6 Staff and c£5m revenue budget per annum

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 Operations Lead will ensure the efficient and effective operational coordination, integration and performance management of the ICT estate through operational and service supplier management. This role will also ensure the management of supplier contract performance against key performance indicators and service targets that deliver value for money

Key Responsibilities:

1. Be accountable for the operational service function, through the management of contract performance and the service collaboration framework, setting and evaluating against contract service level requirements
2. 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. Plays a key role in the management and development of contracts to remedy/ improve performance/ extract value/ agree variation for extracting maximum value using appropriate commercial levers in contracts
4. Be accountable for the planning and proposing of future budgetary requirements for the annual ICT Operations budget, working with both the Delivery Lead and Design Authority to ensure the Council's Digital offering is efficient, effective and current.
5. Track and report progress of service improvement plans, major issue resolutions and production of root cause analysis.
6. Ensure robust on/off boarding and integration of supply chain services and contractual SLA delivery, tracking operational performance and issues,
7. Ensure that there is an effective and up-to-date Disaster Recovery Plan for ICT services, ensuring robust backup and failover procedures.
8. Be the 'Second Escalation Point' for operational disputes and priority calls in the event of high priority incidents and or changes that require intervention, decision or resolution.
9. Be responsible for setting the operational risk appetite and ensuring that the supply chain is managed to provide oversight of risk and mitigations.
10. Working with the Design Authority, be accountable for any required Operational Governance bodies and their terms of reference, maintaining up to date & accurate ICT systems & process documentation.
11. Continuously review ICT Infrastructure, making capacity recommendations for ICT Systems in support of ongoing business operations & future requirements.

12. Ensure that Reading Borough Council meets legal and contractual obligations relating to ICT resources, systems, services and usage, complying with legislative requirements (e.g. data protection, safeguarding and licensing requirements), coordinating data management, data control and data protection.
13. Liaise with external bodies, contractors and service providers in the provision of an effective and efficient ICT service.
14. Maintain accurate asset registers of physical and digital ICT assets
15. Working with the Delivery 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.
16. 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

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 plus demonstrable experience in network/system administration and PC support, including experience working within ITIL aligned Service Management.
2. ITIL certification at L4 Managing Professional or equivalent, demonstrating clear understanding of the ITIL framework and its application in an ICT delivery environment.
3. Certified in a project management methodology e.g. Prince2 Practitioner, MSP, APM or equivalent

Experience

1. Previous experience of ICT Operations in an ICT department with experience of managing ICT Operations, supplier service performance, business relationships and DevOps processes.
2. Strong and deep technical ICT knowledge to be able to work closely with technical teams in Service, DevOps and ICT Operations.
3. A proven track record of leading complex ICT operations, delivered via both traditional and contemporary methods and a proven ability to set the direction and translate strategic priorities into clear outcome - focused objectives for managers and teams in a demanding leadership role.
4. Deep understanding of technical principles, best practice and drive to implement exemplary ICT operations, service and DevOps solutions
5. Experience in managing supplier contract agreements across multiple suppliers and ICT categories within large organisations.

Skills and Abilities

1. Excellent interpersonal skills with ability to communicate with a wide variety of stakeholders, including internal and external colleagues, students and stakeholders and to build strong working relationships.
2. Commercially astute with strong negotiation and influencing skills.
3. Results focussed, and an ability to make decisions under pressure.
4. A clear communicator with a diverse client group – adults and young people.
5. Customer-focussed and committed to the delivery of excellent customer service.
6. Strong leadership skills with resilience and a proven ability to lead, motivate, coach and develop staff
7. A commitment to teamwork and leading change, and a demonstrated ability to manage resources effectively, whether human or physical.
8. Flexible, adaptable to leading change, efficient and highly organised.
9. The ability to contribute to corporate strategy and policy development.
10. Demonstrable ability to deliver to targets, KPIs, meet deadlines, prioritise, and work under pressure, when necessary, with minimal resources.

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

