



IT Commercial Manager

Grade: HMG2

Directorate: Finance and Resources

Service: Digital and IT

Reports to: Head of Digital Strategy

Deputises for manager

Direct reports: 1 team leader with an overall team of up to 6

Budgets: manages non-staff budgets up to £500k



London Borough
of Hounslow

Your role

You will lead and manage the IT Commercial team, which helps ensure that the council gets the maximum value from its IT assets and suppliers and supports the commercial aspect of any revenue-generating services.

A member of the Director's wider leadership team and the Hounslow leadership community, your contribution will have an impact upon the delivery of the Corporate Plan and the strategic and practical implementation of the #1Hounslow transformation programme. You will champion the delivery of the Digital Strategy.

You are a Hounslow leader, with a responsibility to embrace and lead change, be outcome-focused and put Hounslow residents at the very heart of everything we do and every decision we take. You will live and breathe our values and behaviours.

As a corporate leader and 21st century public servant, you will lead strategic programmes and deliver services that will explicitly benefit Hounslow residents. You will go beyond your professional discipline and work across boundaries, within the organisation and beyond

You will hold key operational relationships with suppliers and partners providing digital solutions and services. You will have good commercial awareness and understand the impact of business change on budgets, resources and services.

What you'll do

- Lead, manage and develop the IT commercial team to support the council in getting the best value for money from IT assets and suppliers and to support commercial aspects of digital and IT revenue streams.
- Ensure that the work of the IT commercial team supports the implementation of the digital strategy.
- Take responsibility for the delivery of an IT asset management service and legally compliant and auditable asset register, handling the lifecycle of hardware and software IT assets from initial planning, through procurement, deployment, ongoing maintenance and retirement.
- Develop a thorough understanding of likely future demand across all IT assets and use this to plan and enact a sourcing strategy that will drive innovation and best value
- Promote the optimum use of IT assets and investigate alternate supply and consumption models that may yield a more cost effective service.
- Take a leading role in medium-term planning, ensuring adequate funding for Digital and IT to support the council's transformation agenda.
- Lead the management of all digital and IT spend and budgets, including recording target and actual savings.
- Lead the commercial and strategic relationship with suppliers and work with the operational managers across the service to ensure that third party suppliers meet the required performance standard.

What you'll do (continued)

- Lead and develop the IT approach to contract management, including negotiation for major contracts, resolving contractual issues and managing variation negotiations, working closely with the corporate procurement team.
- Develop a cost model for the full range of IT services across the council and its partners, contribute to the creation of service level agreements and manage IT revenue streams and recharging.
- Ensure compliance with council procedures and any relevant legal regulations in respect of the procurement of IT goods and services.
- Take a leading role in the development of new revenue opportunities, using creative and innovative approaches.
- Participate in inter-authority category management initiatives for the benefit of the contributing authorities.
- Take responsibility for the roadmap of asset and contract management-related tools and services and ensure that these complement other ITIL service management processes and toolsets.
- Regularly review and update documentation, processes, policies and procedures in relation to IT asset and contracts management.
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the service and wider organisation.
- Assist in the conduct of elections as required.

These are the values that drive us

Lead with heart

We're here for the people of Hounslow. We work together with them and for them with care and compassion, with patience and in partnership. We put ourselves in other's shoes, remembering that every person is different, and every interaction is a real moment in their lives. We always feel first.

Harness the mix

We work together, across disciplines and roles. We talk lots, share our insights, our skills and experience. We're not interested in siloes or defensiveness. We're always open to different approaches, we're flexible and ready to adapt. We break down the barriers between our parts and people to unlock the problem-solving power of our amazing mix of minds.

Do new

We need to do things differently if we're going to help Hounslow people thrive in the future. Hard work is important but it's not enough on its own. We need to challenge ourselves to break new ground, invent new approaches, try new ideas, keep moving forward and keep improving. That means being ready to stop doing things we've done before. It means taking on risk and backing each other when we take a leap.

Pass on the power

The world keeps on changing and we need to change with it. We won't be able to adapt fast enough to the future needs of our residents if we stick to old fashioned command and control. We need to hand over responsibility and give people more power to make decisions and take action themselves. It's about being transparent and straightforward. It's about providing tools and support. But most of all, it's about being ready to trust each other to do the right thing.

Be a rock

There's lots to do and people need us. It's up to us to take the initiative. To take responsibility. To stand up and be counted. Everyday. It's about being super focused, effective and efficient. It's about allocating our resources smartly and with good rationale – using data to help guide our decisions. But most of all, it's about having the strength and determination to keep on going through thick and thin.

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- You'll bring experience of working in a similar role and be able to demonstrate a thorough understanding of contracts, procurement and asset management in a local government setting.
 - You can demonstrate strong leadership skills, both in managing, inspiring and supporting your team and in influencing the wider organisation in embracing digital opportunities.
 - You have excellent financial acumen, with extensive experience of managing budgets, supporting and driving savings and evidencing control around expenditure and revenue.
 - You're an expert at negotiating and influencing and can apply this to contract negotiations and variations.
 - You have a strong track record of establishing and managing strategic supplier relationships and developing sourcing strategies.
 - You have a thorough knowledge of public procurement and finance policy and legislation, the rationale underpinning it and hands-on experience of applying these principles.

Let's talk about you

- You can lead, develop and improve our IT asset management and contract management functions and have experience in integrating these with operational processes than give a great user experience and ensure that supplier performance meets our service needs.
- You have experience in developing costing and charging models for IT and digital services, as well as experience in developing and managing revenue streams for IT services.
- You have an excellent understanding of what influences demand for IT services and can drive the optimisation of current assets and planning for future needs.
- Accreditation or practical knowledge of using ITIL Service Management, agile techniques and project and programme management methodologies.
- **Qualification:** you hold a degree-level commercial, financial or procurement qualification or demonstrable work-based experience that evidences an equivalent level of attainment and competence in related disciplines.
- You engage in continuous professional development.

Let's talk about you
(continued)

Our digital strategy



Our vision is to use digital to create connected and inclusive communities in Hounslow supported by innovative and digitally-optimised services.

Steve Curran, Leader of the Council

Hounslow is on an exciting journey of transformation with digital embedded at the very heart. Our work will improve the lives of our communities through improved digital services, skills and connectivity.

Mark Lumley, Director of Digital and IT



- [Read the Digital Strategy on our dedicated digital site](#)
- [Visit the Hounslow Council website](#)



- We are proud that Hounslow is a real community of communities and one of the most culturally diverse areas in the UK. Over 250,000 people live in the borough.
- It's an attractive place to live and work, with miles of river, canals, nature reserves and open spaces. The borough has some of the most beautiful parks and open spaces in London, with no fewer than five historic houses and landscape gardens. Covering 23 square miles, it stretches from Heathrow Airport in the west to Chiswick in the east.
- The borough features modern housing estates, quiet suburbs, green belt villages like Heston and bustling and fashionable cosmopolitan districts such as Chiswick.
- The borough has excellent transport links: the A4 and M4 run through the borough and the area has eight London Underground stations and seven mainline railway stations.

This is Hounslow

Our values have equality, diversity and inclusion at their very heart, best articulated in “Harness the Mix”. It's about breaking down barriers between our parts and people and unlocking the problem-solving power of our amazing mix of minds. We serve a diverse community, we have a diverse workforce and we are committed to being an inclusive employer.

We work hard to create representation across our workforce and leadership community, to encourage diversity network groups and to provide targeted learning and development programmes in order to eliminate inequality, injustice and bias.



Inclusivity

- **Annual leave** – generous annual leave entitlements starting from 24 days and rising to max 30 days.
- **Local Government Pension Scheme** – open to all employees, this is a tax approved, occupational pension scheme. Your contributions are based on a sliding scale according to your salary band.
- **Flexible working** – including job share and part-time working options.
- **Central locations** – the majority of our staff are based at Hounslow House, new purpose-built premises in the heart of Hounslow which is only a short walk away from the tube and overground stations.
- **Technology** – to support you working remotely or in the community.
- **Learning and development** – extensive in-house and external learning and development opportunities
- **Season ticket loans** – interest free loans for the purchase of annual British Rail and London Regional Transport Underground and Bus Season tickets from home to place of work.
- **Staff wellbeing services** - including access to Occupational Health, an Osteopath/Chiropractor and Employee Assistance Programme.
- See our website for additional benefits and information: [working for the council](#).

Employee benefits