



Head of Strategy & Technology

Reports to:	Managing Director		
Department:	Shared Technology Services	Grade:	HAY 4
DBS Status:	No	Politically restricted:	Yes

Job Purpose:

1. To support the Managing Director of Shared Technology Services in securing continuous service development, improvement, efficiency and success of the service.
2. Manage and lead on the IT Strategy development, Architecture, Cyber Security and compliance, Service Design & Improvement and budget management aspects of Shared Technology Services, ensuring a high performing, customer focused and cost effective support service is provided across the organisations supported by the Shared Service.
3. Lead IT transformation adviser to the organisation supported by Shared Technology Services on the potential of technology to deliver service benefits and improvements to residents and staff.
4. Ensure the Chief Executive, Corporate Management Team and lead executive Members are given clear, balanced and accurate advice and guidance to inform decision making.
5. Direct management responsibility of all resources that are required to plan, develop and deliver professional services to the organisations supported by Shared Technology Service, including the management of service design & transition, cyber security and compliance, enterprise and technical architecture, IT Strategy development and budget management.

Support the Managing Director of Shared Technology Services in the development of further commercial opportunities to provide ICT services to other organisations, which will offer additional savings to Brent Council and partner organisations.

Values

Collaborate proactively.
Lead inclusively.
Embrace change.
Be bold and curious.
Celebrate and share our success.

Overall Description

The Head of Strategy and Technology is a senior leadership role within Shared Technology Services (STS), responsible for driving the strategic direction, technological vision and continuous improvement of digital services across all partner organisations. Operating with significant autonomy, the role manages a wide portfolio of critical functions including service design and transition, cyber security and compliance, enterprise and technical architecture, and the development and delivery of the STS IT Strategy.

The post holds indirect responsibility for managing the Shared Technology Services revenue budget of approximately £10 million and direct responsibility for a capital budget of up to £2.5 million, ensuring financial planning, forecasting and investment decisions support organisational priorities and deliver value across all boroughs.



With direct managerial responsibility for multidisciplinary teams and key technical functions, the Head of Strategy and Technology ensures the design, governance and delivery of secure, reliable and customer-focused IT services. The role also acts as the senior adviser on digital transformation, supporting the Managing Director and corporate leadership by providing clear, balanced and strategic guidance that informs organisational decision-making.

Through strong partnership working, leadership of high-performing teams, and stewardship of STS's technical roadmap, the post ensures that Shared Technology Services remains innovative, resilient and strategically aligned to the needs of residents, staff and partner councils.

The role involves managing a broad range of internal and external relationships, including directors, senior managers, elected members, and various public, private, and voluntary sector partners.

It requires developing strong partnerships, leading a high-performance team, and taking a key role in the development of council services.

The position operates within a framework set by the CEO and Council but allows considerable autonomy in shaping services. The role also leads on policy development, ensures compliance with new legislation, and upholds high professional standards.

The position is expected to be part of the Councils' emergency planning and resilience arrangement, including being on call Gold/Silver, and to demonstrate a commitment to embedding ownership throughout of this being everybody's business.

The postholder must conduct the duties in compliance with the Best Value Duty as set out in the Local Government Act 1999.

Job specific roles and responsibilities

1. Make a positive contribution to the delivery of the service, this will include working flexibly and positively to achieve the objectives of the council.
 2. Manage and lead staff to achieve high performance and effective operational delivery, including developing and improving staff capability.
 3. Manage a customer focused service and the effective use of resources.
 4. Ensure that the council's overall vision, values and ethos are central to the requirements of the service.
 5. Support effective working relationships and act as an ambassador and advocate with external organisations
 6. Keep up to date with developments in service delivery and best practice to ensure the service performs effectively and to the highest standards.
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1. Work collegiately with colleagues on the Senior Leadership Team (SLT), and make a proactive contribution delivering departmental and corporate objectives.
 2. Lead and manage a portfolio of customer focused services in alignment with both corporate and departmental aims and priorities.
 3. Provide leadership and management to achieve high performance and effective operational delivery; which will include managing the effective use of resources and staff.
 4. Direct management responsibility of all resources that are required to plan, develop and deliver professional services to the organisations supported by Shared Technology Services, including the management of IT Strategy development,

- Architecture, Cyber Security and compliance, Service Design & Improvement and budget management.
5. Work closely with the Managing Director of Shared Technology Services to support effective working relationships with relevant portfolio holders.
 6. Support and develop partnership working, including acting as an effective ambassador and advocate with external organisations.
 7. Contribute to the longer term development of Shared Technology Services.
 8. Support the Managing Director of Shared Technology Services in the development of further commercial opportunities to provide ICT services to other organisations, which will offer additional savings to Brent Council and partner organisations.
 9. Manage and develop IT Service Design, Transition and Improvement for Shared Technology Services.
 10. Responsible for the management of the ICT budget for the Shared Service, incorporating the revenue ICT budgets of all organisations supported by the Shared Service, including the ongoing management, monitoring, forecasting, as well as the identification of saving opportunities for all organisations.
 11. Manage and lead on the service design & transition, cyber security and compliance, enterprise and technical architecture, IT Strategy development and budget management aspects of Shared Technology Services, ensuring a high performing, customer focused and cost effective support service is provided across the organisations supported by the Shared Service.
 12. To ensure the design of an agreed IT Strategy, roadmap and architectural principles for Shared Technology Services.
 13. To manage the Cyber and IT Security strategy and delivery for Shared Technology Services, mitigating identified security risks.
 14. To foster an ethos of continual service improvement throughout all aspects of IT service provision to deliver on-going improvements in reliability, efficiency, and service availability.
 15. To develop a culture that promotes the IT function as an integral part of delivering effective and efficient services to council customers.
 16. Be the lead IT Strategy adviser to the organisation supported by Shared Technology Services on the potential of technology to deliver service benefits and improvements to residents and staff.
 17. Ensure the Chief Executive, Corporate Management Team and lead executive Members are given clear, balanced and accurate advice and guidance to inform decision making.
 18. Develop a customer focused service.
 19. Provide leadership and management to staff teams to achieve high performance and effective operational delivery, which includes developing and improving processes within the work area, motivating and mentoring staff to better meet the current and future requirements of the unit.
 20. Manage the effective use of resources to ensure that any technical changes do not adversely impact on the business.
 21. Required to make sound and timely decisions based on an analysis of the relevant information and deliver innovative solutions to complex problems
 22. Responsible for the IT service design and improvement functions. This includes but is not limited to provisioning service designs that can be supported efficiently and effectively.
 23. Deputise for the Managing Director of Shared Technology Services
 24. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and well being of children and vulnerable adults.

25. Carry out duties with due regard to the council's customer care; equal opportunities; information governance, data protection and health and safety policies and procedures.
26. Undertake any other duties commensurate with the general level of responsibility of this post.

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Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

1. ICT relevant qualification
2. Chartered or Professional membership of British Computer Society (BCS)

Experience

1. Track record of achievement at a management level in a similarly large and complex organisation including:
2. Delivering customer focused services across complex organisations, dealing with many stakeholders at a senior level, often with conflicting priorities.
3. Demonstrable track record of senior management decision making involving complex ICT issues.
4. Proven leadership skills and a track record of achieving service improvement through others, managing demands and pressures on the service within tight deadlines.
5. Managing resources to effectively deliver a high quality service.
6. Forward planning for at least one year in advance, anticipating priorities, changing technologies, organisational changes and predict and deliver future service requirements
7. Delivering to relevant performance standards as set out by senior managers, including the Managing Director of Shared Technology Services
8. Provide relevant advice to senior stakeholders across Shared Technology Services; including to the Group Head of Digital Finance, directors, senior managers, elected members
9. Delivering on change initiatives, efficiency savings and service improvements across Shared Technology Services.
10. Appropriate experience to challenge, support, advise, influence and engage senior stakeholders regarding programme management, IT transformation and / or financial matters
11. Experience of working effectively in a complex, cross Council, local government environment and establishing positive relationships with senior stakeholders, staff and external partners embedding confidence, credibility and trust.

Skills and Abilities

1. Strong leadership and management skills, including people and managing performance of others.
2. Collaborative working at a senior level across Shared Technology Services, with strong communication skills.
3. Ability to provide high level advice and apply strong negotiation and influencing skills in discussions with senior stakeholders, regarding ICT decision making.

4. Ability to plan for a minimum of one year anticipating priorities, changing landscape and predict the future service and shape the teams to meet changing business requirements.
5. Intellectual ability to understand the underlying issues in complex problems or situations and develop practical and innovative solutions to the management of strategic and operational issues and complex problems.
6. Work with the Managing Director of Shared Technology Services to implement strategic plans and deliver high performing ICT services whilst managing risks and overcoming barriers to success.
7. Strong role model who demonstrates a personal commitment to high standards of public service, equalities, integrity and professionalism.
8. Ability to encourage innovative solutions, supporting staff to achieve results within a “can do” culture.

List desirable criteria:

- Professional IT Qualification (BCS Chartered IT Professional).
- Project & Programme Management experience.
- Business Relationship Management and Senior Stakeholder management experience.

Budget Responsibility and Overall Headcount

Direct line management of 10 employees and indirect responsibility of 12 staff in Shared Technology Services.

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs