Directorate:	**Strategic and Corporate Services**
Unit/Section:	**Technology**
Grade:	**KR17**
Responsible to:	**Head of Paid Services**

Purpose of the Job:

Lead and direct the provision and implementation of the technology strategy and set the overall direction for Kent County Council's technological and digital priorities ensuring they reflect the Council's wider priorities.

Ensure the Council's technological and digital priorities are embedded and understood across both KCC and its range of local and national partners.

Lead and direct the strategic delivery of a range of initiatives that support excellent service delivery and broader organisational objectives ensuring that these reflect customers' changing needs whilst also being efficient, cost effective and continuously improving.

Main duties and responsibilities

- Ensuring KCC has a coherent and forward-thinking technology strategy to support its strategic objectives and to deliver effective, reliable and accessible services to staff, Members and service users.

- Leading and directing the delivery of the technology strategy

- As the organisation's Design Authority for IT and Digital, partnering with other KCC services to challenge and change ways of working as part of our Strategic Reset Programme (SRP) and providing the framework for analysing the business requirements of all Directorates to determine their technology needs.

- Developing technology initiatives with stakeholders, working across the council to support best practice on data sharing and digital collaboration.

- Commissioning and managing the performance of key technology partners.

- Providing assurance to CMT and Cabinet that KCC has the appropriate technology vision, architecture, security, standards, policies and integrated technical data governance in place to run its services successfully and compliantly.

- Recommending to CMT / SRP Board the appropriate level of resource for IT and digital projects/programmes to support effective prioritisation and directing agreed in-house IT projects.

- Working with the Corporate Management team, ensure IT is properly funded to achieve the organisation's ambitions and objectives.

- Managing IT revenue and capital budgets, ensuring they are focussed on priority spend. Directing the purchase of efficient and cost effective technological equipment, software, and services across the authority.

- Providing leadership for and managing the IT commissioning Infrastructure team and technology partnerships.

- Being a proactive member of CMT, providing fresh but constructive challenge across all areas of the business.

- Monitoring and leading the management of major Incidents, incidents and events on the KCC IT estate, returning services to safe, resilient state as swiftly as possible. Minimising the risk of major incidents as far as possible.

- Acting as the Senior Responsible Officer for the Enterprise Business Capabilities Programme and the key IT programmes across the Council.

- Directing the delivery of accessible technology enabled services/platforms to internal and external audiences

- Participate in the Emergency Planning and Resilience Rota as a Duty and/or Recovery Lead Director, to oversee the council's statutory duty and responsibility as a first responder to emergencies within Kent

Organisational Responsibilities:

All corporate directors, directors and senior managers have an explicit responsibility to deliver the collective agenda of the Council. These are fundamental elements of their role not an addition and are summarised as follows:

Whole Council

- Seek to improve the lives of all residents in Kent and economy of Kent
- Act as corporate parent to the Council's looked after children

- Take an active role in promoting and ensuring the Council's responsibilities for safeguarding are met.
- Understand, communicate and contribute to the delivery of KCC's strategic aims
- Meet statutory obligations and promote and ensure compliance with policies and procedures and the Council's Code of Conduct (Kent Code).
- Advise elected members and support the democratic process
- Promote the Council brand and enhance the overall reputation of the Council
- Understand and monitor the measures of performance, including customer insight, which define successful outcomes for KCC services
- Maintain and ensure a relentless focus on the customer
- Act to support the Council-wide need to deliver services within budget, thereby avoiding an overspend that could damage the financial viability of the Council
- Overcome professional and service silos to achieve the County Council's objectives.

Integration of Services

- Focus resources where they have the biggest impact
- Deliver services that are flexible and adaptable
- Integrate services within KCC and work with partner agencies to ensure a seamless customer experience
- Fully and inclusively engage all staff in the delivery of services, demonstrating the Council's leadership values and competencies.

Embedding Commissioning and Engaging relevant markets

- Establish an outcome focused organisation
- Meet the financial regulations and standing orders of KCC
- Challenge the status quo and engage with the market to constantly improve
- Ensure all services are delivered effectively and efficiently
- Proactively and continuously seek to improve service delivery
- Proactively manage risk to avoid inertia whilst not exposing the Council to needless and avoidable challenge or loss

Managing Change

- Understand and support the Authority's overall change agenda
- Deliver required outcomes of service specific change on time and to budget
- Understand the quality of staff, support their development, nurture those with talent
- Identify the skills for the future and the level of staff through robust workforce planning
- Identify and deal with underperformance.
  Deliver to agreed budget and income targets

Person specification

- Demonstrable experience at a senior level of:
    - Setting, leading and delivering technology strategy to support business objectives
    - Leading large, strategic technical transformations in a complex, professionally driven service environment to achieve cost savings and service improvements - 'hands on' and able to lead from the front.
    - Adept at managing 3rd party relationships (high commercial acumen).
    - Growing, leading and inspiring diverse teams, and maintaining a performance-oriented culture of innovation.
- Gravitas and strong communication skills with the ability to communicate complex technical information to non-specialists
- An outstanding understanding of current and disruptive technologies
- Able to collaborate and contribute to the wider organisation strategy.
- Financially astute with experience managing multi-million-pound budgets.
- High standards and professional disciplines with planning and project management skills.
- High integrity and not afraid to challenge the status-quo
- Relevant management or professional qualification
- Capability/skills and experience in a multi-channel environment with solid ecommerce skills
- Keeps up to date with the technology environment and what other organisations are doing and who the disrupter technology businesses are.
- Has strong networker in the technology/digital sector.
- Proven track record in a multi-channel environment of delivering significant change programmes end to end.