

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Chief Digital and Information Officer	Grade: Chief Officer Hay Band 3
Section: Change and Innovation	Directorate: Chief Executive's
Responsible to following manager: Executive Director of Change and Innovation	Responsible for following staff: Head of IT Data and Insight Manager
Post Number/s:	Last review date: Jan 2024

Working for the Richmond/Wandsworth Shared Staffing Arrangement

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

Job Purpose

As a senior leader you will carry individual and collective strategic accountability with the Chief Executive, Director colleagues and members of the Cabinet for achieving Richmond and Wandsworth's strategic and service outcomes and the successful delivery of the two councils' corporate and borough plans.

Specific Duties and Responsibilities

Digital Strategy

- Provide leadership and strategic direction of the development of the digital capabilities necessary to deliver the digital strategy throughout the organisation
- Ensure that the digital strategy is fully integrated into supporting the strategic-planning process and overall strategy for the whole organisation
- Develop and deliver the strategies and roadmaps that define the organisation's future reliable, resilient and scalable digital, technology and data solutions, supporting the delivery of the operating model, processes and user-centred services
- Ensure the successful development and operation of digital functions to deliver digital transformation.

Strategic Business Partnering

- Act as the key advisor and champion for a digital and user-focused mindset across the organisation, building and developing the organisation's digital capabilities
- Oversee a business partnering service to directorates that understands their needs and objectives and provides the service expertise to identify appropriate solutions in the context of the enterprise strategies for digital, data and technology
- Lead the convergence of digital technologies, promoting digital tools and processes across the organisation which create value, accelerate delivery and better utilise resources
- Innovate and develop effective approaches to map digital technologies to organisational processes in line with strategic goals, whilst maintaining quality of service delivery
- Lead, influence and educate senior organisational leaders, both officers and Councillors on the business case for digital innovation and transformation, ensuring awareness across the organisation
- Ensure support from other stakeholders, managers, staff and Directorates for digital initiative priorities, timescales and milestones.

Portfolio delivery

- Lead the delivery of digital transformation, taking on board organisation-wide cultural sensitivities and building and maintaining positive resilient relationships with functions across the organisational ecosystem
- Monitor, measure and report on the organisation's digital capability, effectiveness and return on investment, using insights and evidence-based reporting of key metrics of digital strategy performance.

Insight & Analytics

- Develop and implement the organisation's data strategy and governance framework aligned to the overall organisational strategy

- Create and implement the organisational data policies and procedures, to improve and streamline data systems within the organisation
- Supervise the collection, management, storage, analysis and protection of data across the organisation
- Lead, build and develop a high performing data engineering and analytics capability for the organisation to enable data driven decision making and services
- Create and implement the organisation's data quality framework and improvement programme.

Enterprise Architecture & Security

- Ensure the councils' entire technology estate is mapped and governed to meet best practice standards and the organisation's strategic aims and objectives including maximising the use of enterprise platforms and solutions
- Act as a thought leader to articulate the digital future of the organisation, informed through data, foresight, horizon scanning and effective technology management processes that will inform the identification, selection, evaluation, implementation (or rejection) and scaling of new digital technologies while ensuring they are relevant to the operating model and service delivery
- Develop the necessary digital infrastructure and tools that enable the organisation to deliver high-quality services and products with minimal risk
- Accountable for the security and governance of our technology platforms.

Effective user focussed operations

- Lead on the provisioning and maintaining of digital infrastructure, systems, platforms, processes and applications to deliver user-centred services.

Team development

- Lead and develop a high performing, motivated and diverse multidisciplinary team that will deliver and support high quality user-centred digital services by driving a culture of collaboration, inclusivity, empowerment, continuous improvement with a relentless focus on positive outcomes
- Build digital resource capabilities in line with current and future requirements through effective staff development, engagement and talent attraction.

Partnering and commercial management

- Lead on the development of a partner ecosystem to deliver the necessary operational and strategic digital capabilities required to support digital delivery teams, interfacing between service delivery functions and technology partners
- Lead on supplier selection and contract management of a range of digital, data and technology suppliers and outsourced partners
- To have responsibility for a number of large and complex budgets for the service, ensuring they are well managed and monitored at all times.

Policy & Performance

- Develop an approach of best practice standards and continuous improvement across the digital, data and technology function ensuring services and operations adapt, change and improve in line with user needs.

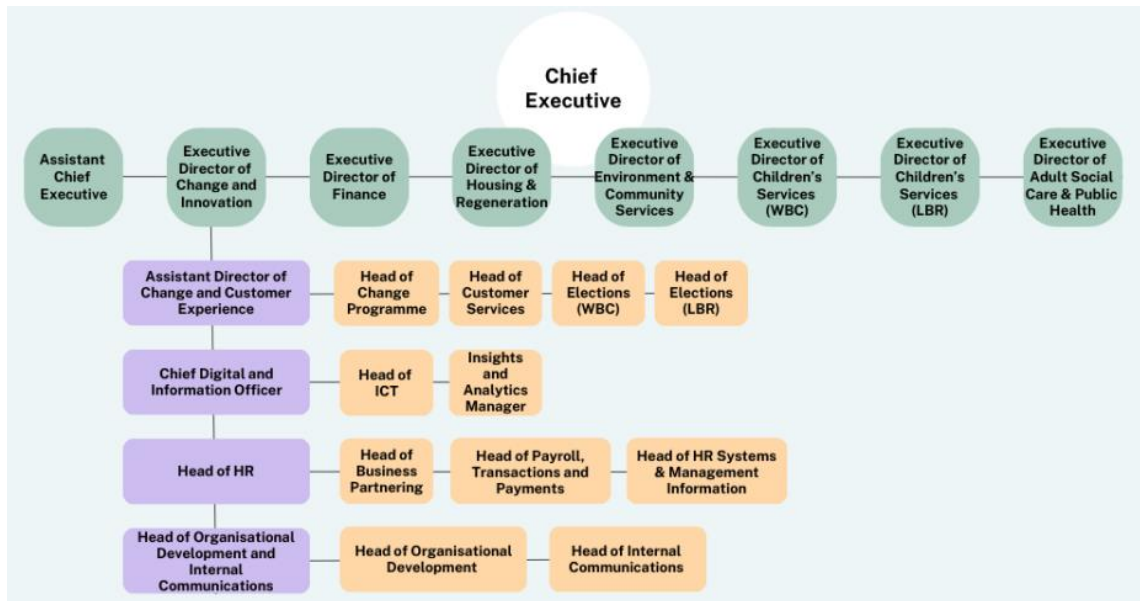
Generic Duties and Responsibilities

- To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety
- To adhere to security controls and requirements as mandated by the SSA's policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

- This role reports into the Executive Director of People and Change. The postholder will however be a full member of Directors' Board and attend on a weekly basis, reflecting the need to ensure that all the decisions taken by the senior leadership team are informed by and aligned to the organisation's digital agenda.

Team structure



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Our Values and Behaviours

Over the last 12 months, more than 150 of our people have taken part in defining a new set of values that capture the spirit, energy and intent we need to drive forward our ambitions for our residents. Our new values have been built to capture the best of how we work together and to inspire the change we need to create in our culture. The five statements are clear, directional and demanding. They build on our good governance and reliability, emphasising the need for all of us, whatever our role, to show leadership, to be confident, imaginative and creative. As an organisation that's come together to represent a broader part of London, our values reaffirm our commitment to embrace difference, to connect even more deeply and widely and to show compassion and empathy for the people we work with and the people we serve. Our values are :

- Think Bigger**
- Embrace Difference**
- Connect Better**
- Lead by Example**
- Put people first**

Read more about what they mean

Shaping our way ahead together

Think bigger

Our work is important and challenging. It takes a mix of vision, idealism and ideas to do it well. We use our imagination and creativity to see further, solve problems and make positive change. We find time to plan ahead. We're ambitious. We're not afraid to do things differently or challenge the status quo.

Embrace difference

Our energy and empathy, our strength and ideas come from our mix of different minds. Whoever we are, whatever gender or sexuality, ethnicity or cultural background, whatever health conditions or impairments we may or may not have, however we think and whatever we believe, we support each other to bring our unique perspectives and experiences to work. We don't stand by, we stand up for each others' differences and call out bad behaviour when we see it.

Connect better

We're a big team working across two boroughs. The way we connect, share knowledge and collaborate with each other and our partners makes the difference for our residents. We're open to ideas and inspiration from different places, across our organisation and beyond. We build bridges and break down barriers inside and out. We're ready to adapt and adjust to get the most out of working together.

Lead by example

Whoever we are, whatever we do and whatever role we play, we can all show leadership. We all bring different skills and experience, but we're united by the pride we take in our work and by the standard we set on behalf of our residents. We're always ready and ready for anything. We're dependable, we strive to improve and we support each other. Whoever we are and whatever we do, we're prepared to step up and take responsibility.

Put people first

Our work is all about people. About how we, as people, do the best we can to help the people of Richmond and Wandsworth to thrive. We put ourselves in the other person's shoes. We treat each other and our residents with compassion and respect. And whatever we do, we focus on what it means for the people we work with and the people we serve.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Understanding of the core organisational processes and enterprise-wide corporate digital data and technology systems and market trends	Yes		A/I/T
Knowledge of the Government Service Standard, Technology Code of Practice, Data Protection Act, Equalities Act, Web Content Accessibility Guidelines, ITIL, Agile, MSP, Prince2, and other standards relevant to public services	Yes		A/I/T
Strong understanding at a technical level of IT requirements in a local authority or equivalent large multi-site organisation.	Yes		A/I/T
Strong understanding of the requirements of information security and governance in a local authority or similar context	Yes		A/I/T
Experience	Essential	Desirable	Assessed
Proven track record in data management, data leadership, and data governance		Yes	A/I/T
Considerable strategic and delivery experience of working with digital technology platforms and solutions from inception to live and migrating from low technology infrastructure and solutions to high-performing integrated systems	Yes		A/I/T
Successful track record of creating, designing, planning and executing a digital strategy and digital transformation programme that delivers the expected benefits on time and budget	Yes		A/I/T
Experience of managing and influencing across a complex stakeholder, governance and multi-vendor environment and persuading organisations to embrace digital ways of working to adopt user-centred design thinking	Yes		A/I/T
Experience of negotiating commercially advantageous major supplier contracts	Yes		A/I/T
Substantial senior management experience in a local authority or a similar large and complex organisation	Yes		A/I/T
Experience of successfully managing large and complex budgets	Yes		A/I/T
A proven track record of leadership, management and development of cross-service issues and opportunities		Yes	A/I/T

and preferably experience of working in a political environment advising elected Members			
Skills	Essential	Desirable	Assessed
Understanding of the pan-discipline industry digital competence frameworks and how these can support ongoing professional development and skills planning for digital, data and technology professionals		Yes	A/I/T
Ability to embed good practice into business operations and across all parts of the organisation	Yes		A/I/T
Ability to embody a user-focused mindset, using qualitative and quantitative data to track progress against user outcomes		Yes	A/I/T
Excellent communication skills with the ability to translate technical concepts into simple language and effectively communicate to a diverse, non-expert audience	Yes		A/I/T
A commitment to meet diverse user needs in the most efficient and inclusive way through effective data driven decision making, service design and appropriate delivery methodologies	Yes		A/I/T
Qualifications	Essential	Desirable	Assessed
Educated to degree level or equivalent by experience	Yes		A/I/T
Other requirements			
Commitment to equality, diversity and inclusion and an understanding of how this applies within the remit of the role	Yes		A/I/T
Commitment to our values and behaviours as above	Yes		A/I/T
Resilience and self-reliance are essential to handle the demands of the post, including evening meetings and some other out of hours commitments.	Yes		A/I/T

A – Application form / CV

I – Interview

T – Test

C – Certificate