



## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** Head of Service - Digital & Data

**POST NO:** 0000

**REPORTING INTO:** Strategic Director - People

**SALARY:** £71,000

### **MAIN PURPOSE OF ROLE**

To work as a member of our Operational Management Board, delivering against our corporate ambitions and priorities by offering strategic and operational support to the Digital & Data service. To provide excellent management and leadership that ensures Exeter City Council delivers its vital services.

### **MAIN DUTIES & RESPONSIBILITIES**

**As a member of the Council's Operational Management Board (OMB) you will:**

- Work in partnership across the operational management board (OMB), senior management board (SMB), public and private sector partners, customers, and central government to drive the delivery of the Council's services.
- Be an exemplar of the Council's values and behaviour protocols to ensure that the Council's corporate image and reputation are held in the highest esteem by all the customers and communities the City Council serves, and stakeholders and partners it collaborates with.
- Provide inspirational leadership, management and development of the Council workforce that creates a professional, supportive environment that champions EDI and, in turn, enhances the Council's ambitions to remain an Employer of Choice in the local employment market and beyond.
- Be a proactive member of our operational management team ensuring we have a collaborative approach to leadership at operational level.
- Provide leadership and direction in terms of data including principles, policy, standards, quality, prioritisation and usage across the whole of the organisation.
- Work with local political leadership to ensure that elected members' will is expressed and understood by Council officers, and is implemented within the constraints of appropriate probity, legality and the agreed financial envelope.
- Work to develop an organisational culture that is open to, and curious of, innovation, continuous improvement and the development of new models of service delivery and ways of working to ensure the most effective and efficient use of resources in the execution of the Council's priorities and responsibilities.

- Lead, promote and challenge an inclusive culture both within the service and across the wider council, with a particular focus on our safeguarding responsibilities and role as a corporate parent.

**As the Head of Service for Digital and Data you will:**

- Lead the management, development, performance and continuous improvement of our Digital & Data service including Data Governance (Protection) & Systems, Performance Framework & Business Intelligence, IT Client, GDPR and FOIs.
- Work with our ICT Provider, Strata, as client lead to oversee our ICT budgets, allocate and prioritise ICT resources and to deliver the council's digital customer strategy.
- Lead the design, implementation and ongoing development of the council's digital and data approach, while supporting architecture, programmes and training to staff and members. All while ensuring, we are providing the best value for money.
- Be responsible for working with services to develop a Performance Management Framework that can monitor progress against objectives and help to inform decision making.
- Take ownership of and maximise the use of business intelligence. To engage and work with key stakeholders and Directorates creating a culture that embeds the use of business intelligence to improve programmes and services.
- Provide expert advice on the council's data strategy, including positioning the council as a sector leader in the use of technology.
- Be responsible for GDPR and FOI and to take ownership of information governance and cyber security
- Take ownership for the continuous improvement of digital platforms, not limited to the council website and intranets, while ensuring these are aligned with our Digital Customer approach.
- Lead the professional development of employees within the Digital & Data service creating a pathway for future leaders and qualified members of staff, while also addressing barriers to retaining staff.
- Be a champion of collaboration across the City Council, driving innovation and organisational change to deliver customer-centric services.
- Provide accurate, timely and relevant advice to the Directors, Chief Executive, Members and other key stakeholders where appropriate.
- Undertake any other duties as required that are commensurate to the role and Council. These may include representing the Director where required or acting as a Statutory Officer or Deputy Statutory Officer if appropriate and suitably qualified.

## Person Specification

<b>Criteria - Education</b>	<b>Assessed by Application Form</b>	<b>Assessed by Interview Panel</b>	<b>Assessed by Presentation</b>
E - Educated to Degree Level or equivalent relevant to Digital & Data.	<b>X</b>		
E - Evidence of Continuing Personal and Professional Development (CPD) in relation to Digital and Data.	<b>X</b>		
<b>Criteria - Experience</b>			
E - Extensive leadership and senior management experience in a complex organisation.	<b>X</b>		
E - Evidence of controlling and managing substantial budgets.	<b>X</b>		
D - Evidence of cultivating a high-performing culture that delivers cost-effective outcomes.		<b>X</b>	
<b>Criteria - skills, abilities and knowledge</b>			
E - Extensive knowledge and experience of Digital and Data services.		<b>X</b>	
D - Skills and experience in forming productive partnerships at a senior level that delivers improvement across an organisation.		<b>X</b>	
E - Outstanding communication skills and the ability to adapt to all stakeholders needs.		<b>X</b>	
<b>Criteria - Personal Attributes</b>			
D - Excellent ability to collaborate with internal and external stakeholders.		<b>X</b>	
E - Solution focused and innovative in overcoming challenges facing the Council.		<b>X</b>	
E - A resilient, tenacious and courageous outlook.		<b>X</b>	
E - Good self-awareness and ability to analyse own performance to identify opportunities to enhance work.		<b>X</b>	

E - Essential / D - Desirable

Last Updated - June 2024