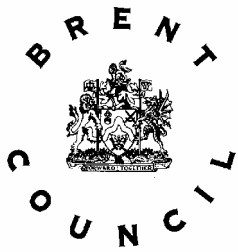


Job Description

RS1



SERVICE AREA:	Finance and Corporate Resources Department	LOCATION:	Town Hall (Or any other location in the borough)
UNIT:	Information Technology	SECTION:	
POST TITLE:	Head of Information Technology	CURRENT GRADE:	
RESTRICTED		POST NUMBER(S):	

1. PURPOSE OF JOB (summarise the main purpose and objectives of the job in two or three sentences).

To lead and ensure

- That the authority makes effective and efficient use of Information Technology and Telecommunications, ensuring compliance with industry security standards.
- The provision of customer focused, cost effective IT and telecommunications services to councillors, staff and units of the authority.
- The successful development and implementation of the authority's overall e-government strategy, and its efficiency programmes.
- The development and operation of the Council's IT strategy and standards
- That IT services and developments meet the requirements of the corporate strategy together with authority-wide and service specific business needs.
- To work collaboratively with managers and IT representatives from all parts of the authority to meet their business objectives.
- The successful operation of Council wide arrangements for information management and compliance with Freedom of Information, Computer Misuse and Data Protection Acts, and other relevant legislation.
- To identify and develop innovative collaborative partnership arrangements and solutions to the technological challenges facing this and other local authorities.
- To advise the Council on all aspects of IT and communications technologies and to provide high level advice to Councillors, Directors and senior managers on IT issues.
- That all beneficial opportunities are taken to secure external funding for IT development within the authority
- To represent the authority on external bodies, to government and other agencies in relation to IT to ensure the authority's standing and reputation remain high.

2. **DIRECTLY RESPONSIBLE TO** (attach an organisation chart and indicate the position of the post holder).

3. **FUNCTIONALLY RESPONSIBLE TO** (if applicable)

4. **RESPONSIBLE FOR** (indicate whether employees are directly, indirectly or occasionally supervised. The post titles, post numbers and number of employees supervised should also be indicated, unless shown on the organisation chart).

66 IT and telecommunications staff within the IT Unit.

1. Budget spend of £6 – 8m per annum.
2. IT and telephone services for majority of Council's 4500 staff.
3. The authority's IT procurement.
4. Supporting the day to day operation of all the authority's main IT business systems.
5. Application, development and monitoring of IT Standards.

5. **PRINCIPAL ACCOUNTABILITIES AND RESPONSIBILITIES** (indicate the main accountabilities and responsibilities of the post, starting with the most important and describing each in a separate numbered paragraph).

IT STRATEGY AND LEADERSHIP

- Effective corporate leadership regarding IT & e-government including responsibility for the overall 'health' of the authority's IT & telecommunications, including assets.
- Development and implementation of successful IT and E-government strategies and plans for the authority.
- To ensure that the Council has clearly defined standards and protocols for the use of information and communication technologies and to ensure that these are operated.
- To prepare, approve and present reports to Members and senior officers which have IT related implications, and ensure that they receive timely and appropriate professional advice on all IT issues.

SERVICE DELIVERY AND MANAGEMENT

- To develop high quality IT services through effective performance management systems ensuring IT service standards and policies add value by supporting the achievement of the Council's strategic objectives.
- To lead and manage ITU and its staff ensuring that it is responsive to customer needs; operates a culture of continuous improvement and the development of people; and is focused on achieving results and value for money.
- To ensure that effective systems for information management, data protection and data security exist and operate continuously. To ensure IT systems are resilient, secure, reliable and available when required.
- The provision of an effective Telephone Service
- To coordinate council wide compliance with the Freedom of Information, Computer Misuse and Data Protection Acts.
- To maintain robust contingency, risk management, and business continuity plans for the Council's IT services and test them regularly to ensure their continued effectiveness.
- To attract, develop and retain high quality staff. To direct, manage and motivate staff to deliver a high standard of service, and identify skills gaps and develop training strategies to ensure their professional skills are maintained and improved in line with organisational needs.

MEETING BUSINESS NEEDS

- Ensuring successful IT use within context of local control/ownership regarding service specific business requirements.
- To be responsible for the successful delivery of major IT projects as commissioned corporately or departmentally across the Council and for ensuring that they meet timescale, budget, scope, quality and agreed success criteria, including customer satisfaction.
- To ensure ITU and its staff work collaboratively with managers from all parts of the authority to meet their business requirements.
- To facilitate the successful operation of the Corporate ICT Development Group achieving commitment from all service areas to joint corporate strategies and approaches whilst meeting local needs.

PARTNERSHIPS

- To represent the Council externally in contract negotiations, partnership work and inter-agency activity on IT issues at a senior level.
- To lead on and promote collaborative working around IT and e-government with other local authorities and public sector organisations, and relevant regional and sub regional agencies, including securing external funding for IT development.

- Work effectively with the Service Director One Stop Shops and the Head of Communication to ensure the delivery of the authority's customer contact and the web strategies.

BUDGET AND PROCUREMENT

- To be responsible for Council-wide collaborative arrangements for the development and procurement of IT goods and services. To manage a budget of round £6 - 8 million p.a. and to coordinate budgets within the IT unit. To manage the trading accounts operated by ITU, ensuring that a small surplus is maintained each year.
- Oversee and manage the procurement of IT supplies and services that may be delivered externally, in accordance with the Council's Procurement Strategy and Contracts, standing orders and guidelines. This may include drafting specifications for the provision of required services and monitoring services against contracts.
- To comply with government, statutory and Council procurement, EU legislation, and policies and with the Council's financial regulations and contract procedures.
- To seek out commercial opportunities to allow the spread of overhead costs to reduce unit costs and therefore increase the cost-effectiveness of the service.

GENERAL

- Leading and achieving major corporate development projects including making recommendations for change and ensuring that changes are implemented effectively.
- To contribute as a full member of the Departmental Management Team.
- To contribute to the corporate management of the Authority through participation in corporate groups.
- To pursue positively, promote and implement actively the Council's Equal Opportunities, Customer Care and Health and Safety Policies in relation to the responsibilities of the post.

6. JOB, KNOWLEDGE, SKILLS AND EXPERIENCE

1. In depth, knowledge and experience of Local Authority functions, operations and structure.
2. Well rounded IT service and staff management skills underpinned by considerable experience.
3. Comprehensive knowledge of local authority service and business requirements including democratic processes and regulatory framework.

4. Excellent all round technical experience and knowledge across the range of standards, hardware, operating systems, applications architecture, technical architectures, voice and data telecommunications, security, support and operations and their implications in a business environment.
5. In-depth experience of meeting local authority IT and Telecommunications business needs and providing related operational services.
6. Experience of successful major IT contract letting and management in accordance with legislative requirements.
7. Experience of successful IT project management and sponsorship for major IT based business projects.
8. Good skills in collaborative working and influencing.
9. A strong commitment to high standards of customer service and equalities.

7. JOB CONTEXT

This post is the Council's lead role for IT, telecommunications, e-government and information management.

Brent sees effective IT and systems as a strategic driver in delivering and improving its services. It is a recognised national leader in its use of IT in such areas as

- customer services,
- contact centres,
- its website,
- online services,
- property database
- GIS

as well as modern effective back office systems for service delivery.

Its immediate priorities are to use and develop this to support improving public satisfaction, raising the authority's CPA rating from good to excellent and a major Council-wide Gershon Efficiency Programme. There is a strong emphasis on effective performance management in Brent and the unit. Brent is strongly committed to partnership working in the e-government area on a national, regional and sub-regional basis.

The unit determines and co-ordinates strategic direction and standards Council-wide and provides and commissions services which are operated under SLA's with internal charging. There is a strong focus on collaboration with Council services, many of whom have lead IT staff. Some significant areas of IT and telecommunication services are outsourced. Ensuring effective procurement of IT supplies and services is a key element of this role. A Best Value Review of IT has recently been completed and a major improvement plan is well underway.

The post manages the Council's central IT unit located in the Finance and Corporate Resources Department. There are two main teams, IT Operations and Strategy and Standards. The Operations area provides

- desktop support, systems operations and helpdesk services,
- manages the Council's data and voice networks and security arrangements
- supports software applications.

The Strategy and Standards area

- leads on e-government across the authority,
- manages the website,
- leads on information management
- has responsibility for meeting the requirements of the Data Protection and Freedom of Information Acts.

8. ADDITIONAL INFORMATION

Continue on a plain sheet of paper, if necessary

Jobholder's Name	Signature	Date
Director's Name	Signature	Date