Job description
Service Manager – ICT
Band I (subject to JE)

At the heart of West Suffolk's delivery of its high quality services, and its role in improving the quality of life for residents, lies accurate and accessible information, supported by excellent information and communications technology.

The Service Manager ICT is responsible for providing professional leadership and management of the councils' approach to information technology and its delivery of high quality systems and support. This includes leading work to maximize the value of the councils' ICT assets and systems, by improving efficiency, working in partnership and by generating income from the service. Day to day, the postholder is responsible for ensuring targets are set; met and monitored and that team members are supported in attaining high levels of performance.

The **Service Manager – ICT** reports directly to the **Head of Resources and Performance** and leads and manages the day to day work of a Shared **ICT** team across West Suffolk, covering both Forest Heath District Council and St Edmundsbury Borough Council, as well as some work for external partners.

This role will be required to work at both councils' premises at West Suffolk House, Bury St Edmunds, and the Forest Heath District Council Offices, Mildenhall. You may reasonably be required to work at any other of the councils' premises as required in order to meet the needs of the service.

The ICT department comprises a number of functions including Strategic ICT, Information Management, Infrastructure, Helpdesk and Support, Business Analysts, Corporate information system such as GIS and LLPG and the delivery of external ICT contracts.

The role requires attendance at a range of council meetings and liaison with elected councillors.

The jobholder supports the Head of Resources and Performance in ensuring the proper management and administration of the department. The role requires deputising for the Head of Resources and Performance, in his/her absence or as required.

Key responsibilities and activities

Strategic
- Ensure that the Councils' approach to information management reflects, and continuously adapts to support, strategic, operational and financial objectives for West Suffolk through:

- o leading the development and implementation of a Joint Information Management Strategy and any necessary policies and guidance;
  - o understanding information consumers and their behaviours;
  - o adopting new and innovative approaches for the maximum use/ benefit of information and systems;
  - o close liaison with the Councils' Data Protection and Information Security Officer on the information agenda;

- Supervise the Infrastructure and Support Manager on the desired Technical Strategy to underpin the successful delivery of the councils' Information Management Strategy.
- analyse, interpret and communicate data, and provide ICT and information-related advice, including in the form of council reports.
- attend council meetings, including cabinets, being the lead officer for ICT related matters and to liaise with councillors and portfolio holders.
- Maintain and enhance the councils' reputation through the appropriate use of communication, emotional intelligence and customer service.
- Represent West Suffolk with partners across the county and wider and to understand and influence the relationship with these partners.

Delivery
- lead on the development and delivery of the ICT team's Service Plan (as part of the overall Resources and Performance Service Plan) and review performance against that plan. Manage new initiatives and key projects as appropriate.
- maintain the overall integrity of the councils' ICT environment and ICT business continuity arrangements
- develop relationships and partnership working with other private, public, voluntary and community sector bodies on joint information and system projects of mutual interest and benefit; and
- negotiate successfully with external suppliers and partners
- support the organisation with the delivery of a high quality and valued Business Partner Model;
- be responsible and accountable for the budgets, procurement and contracts within the ICT team (Infrastructure and Support Manager to lead on budgets, procurement and contracts within the Infrastructure team).
- maximise revenue streams to the councils through appropriate management of their Information and ICT systems.
- seek to reduce costs whilst maintaining or improving services through appropriate invest-to-save opportunities, working collaboratively and effective procurement.

Research and horizon scanning
- Research and be informed about the wider (local and national) ICT and Information related context (including social trends), and identify developments and changes which will have a positive or negative impact on cost, service delivery or performance.
- Keep a watching brief on ICT products and providers
- Maintain links with outside bodies (e.g. SOCITM).

Leadership and management
- Provide effective leadership and operational management of the ICT team and functions, ensuring that staff adopt the values and expected behaviours of the organisations, to deliver a high performance culture.
- Create a culture which empowers ICT and information users and staff and supports the delivery of value for money services.
- Influence decision-making where appropriate to achieve the strategies and objectives of the councils.
- Act as a mentor and coach for the Infrastructure and Support Manager
- Lead, plan, co-ordinate and manage the work of the Business Analyst team, including the development of their skills and knowledge and maximising the potential of all staff.
- Be responsible for the health and safety of their staff and their actions that may affect others and that duties are carried out in accordance with the Health and Safety Policy and the law.
- Represent West Suffolk at the county-wide ICT leads meeting and act as a strong and effective influencing voice in this meeting and partnerships

General
- To lead on any project or programme as agreed by the Head of Resources and Performance.
- Undertake such other duties as may be appropriate to the post.

Key behaviours
- Understand, demonstrate as part the day-to-day work, and encourage others to demonstrate, the councils' four core values: Bold, Energetic, Responsible; Together.
- Be a key influencer and enabler, come up with ideas, concepts and solutions and drive through change with a positive impact on self and others
- Proactively lead the team to inspire and deliver on time and to an agreed plan.
- Motivated with energy and drive to work at pace; showing resilience in bouncing back after setbacks and remain focused and resourceful.
- Give clear direction to the team with confidence, and conviction; cope with constant change, working across boundaries and finding solutions when the future is not prescribed and may change.
- Build strong relationships with internal and external stakeholders, working closely with the Leadership Team and be a key member of the Senior Management Team.
- Promote working with other council business partners to improve communication, business protocol and business efficiency throughout the organisation and to share specialist knowledge as appropriate.
- Proactively matches commercial acumen with strong public sector values, to ensure we continue to meet the challenge of maximising resources whilst maintaining a keen strategic focus on service delivery.
- Develops and maintains excellent relationships with partners, including Anglia Revenues Partnership, all Suffolk authorities (local/district/borough and county). Understand customer needs and provide them with a service they value.

Qualifications and experience

Position requirements

- significant experience of leading and managing an ICT team.
- Ability to translate strategies into operational requirements.
- Current knowledge and experience of ICT products and services
- Experience in strategic planning and delivery.
- Experience on successful management and supervision of staff including target setting, performance monitoring, appraisal, development and motivation.
- Extensive application support experience.
- Experience in business process re-engineering, system re-design and integration.
- Clear working knowledge of the Date Protection Act.
- A firm understanding of budget setting and monitoring.
- The ability to identify and exploit commercial opportunities for the benefit of an organisation.
- Understanding and experience of good communication between ICT professionals and the customers who use their services.