

Assistant Director Digital & Customer Services job profile

Job title	Assistant Director Digital & Customer Services
Post number	TBC
Grade	AD3
Directorate	Corporate Services
Responsible to	Executive Director Corporate Services / MO
Liaison with	Senior Leadership Team, Leadership Group, Members, Leader, and any other external stakeholders
Date profile last reviewed	July 2023

Job purpose

To lead the Digital and IT function, Information Management and Customer Services functions for the council, including the delivery of the Councils ambitious Digital and Customer Access Strategy, the day-to-day operational IT service, information management and governance and customer services.



Values and accountabilities

Our values:

- **ambitious** – by continually improving
- **collaborative** – by working together
- **compassionate** – by building relationships based on empathy, respect, and dignity
- **empowered** – by removing barriers to influence outcome
- **proud** – of everything we do and championing Thurrock Council
- **inclusive** – by acting in a way that exemplifies what we expect of each other

Key corporate accountabilities:

- Provide high level advice and support to the Chief Executive and Elected Members in shaping the strategic direction of the Council.
- Develop effective relationships with service users and ensure that the services provided reflect their needs.
- To drive culture and behaviour change throughout the organisation and role model behaviours.
- Take a lead role on driving through at pace, the ambitious change agenda required under intervention and accountable for continuous improvement post-intervention.
- Provide strong, forward-thinking leadership which results in high quality services that complement and further corporate objectives and values.
- Plan and monitor the service's budget ensuring strategic direction, clear accountability, best value and optimum income generation.
- Ensure effective leadership, motivation and development of the service's staff.
- Regularly review resources, services, and partnership arrangements in order to identify, and act upon, opportunities to improve service delivery.
- Take a lead role in furthering the Council's commitment to promote diversity and oppose discrimination in the provision of services and as an employer.
- Take the lead role on Corporate Governance for the Council.
- Ensure full compliance with all legislative and statutory requirements, including health and safety at work, and the local policy framework.

Key service accountabilities:

- Provide strategic leadership, vision and guidance to the Chief Executive, Leader, Cabinet Members, and the Council on all matters relating to digital, information management and customer service issues
- Own and continue to develop the Digital Transformation and its execution through governance, council-wide collaboration, and the delivery of a significant portfolio of projects and programmes
- Champion new and digital approaches across the council, emphasising that behaviour, attitude, education, and knowledge contribute to the council's digital success as much as technical solutions.
- Drive value and customer satisfaction for our staff and residents through technical solutions, sustaining and improving services we already offer
- Foster innovation and change to deliver even greater benefits through service design, prototyping and exploration of emerging technologies that have the potential to improve the lives of our users and residents
- To lead on the “single view of customer” approach
- Ensure the end-to-end operation, security, and stability of digital and IT solutions, whether provided in-house or through partners and suppliers
- Provides strategic leadership on Digital and IT, Information Governance and Customer Services related matters, fostering its key role in enabling the Council to achieve their strategic outcomes, vision, and priorities
- Provides strong strategic leadership and support to the Senior Leadership Team, Portfolio Holders, and Elected Members, ensuring they receive high quality advice to develop our IT and Customer services strategies and practices to deliver organisational transformation and achieve strategic outcomes
- To work with the appropriate Directorate Leadership teams to ensure that the services enable the full suite of IT products available to them
- Provides inspirational and constructive leadership to the team and creates the conditions for a high performance networked operating model and culture, encouraging innovation and smart working through hybrid working
- Make a major contribution to and influence the leadership to deliver the Councils Corporate Plan, promoting the vision, values, and priorities to staff, partners, stakeholders, and residents to improve the quality of life and build thriving communities and better outcomes
- To be accountable for those budgets related to the Service, ensuring the Council receives value for money
- Ensure there are appropriate review systems in place for monitoring quality assurance, performance management and value for money across the delivery areas in IT & Customer Services
- Meet our obligations around information governance, data, information security and business continuity, ensuring compliance throughout the council and working closely with business intelligence functions to drive greater insight through the smart use of data.
- Deputise for the Executive Director Corporate Services as required

This post is politically restricted under the Local Government and Housing Act 1989 and post holders are prohibited from seeking public election, holding political office, writing or speaking publicly on matters of political controversy.

Person specification

Job title	Assistant Director Digital & Customer Services
Directorate	Corporate Services

Information for applicants

The person specification provides an outline of the experience, skills, and abilities we expect the successful applicant to possess. You should match your own skills, experience, and abilities to those listed below. Tell us in what way you meet the requirements.

Disabled people will be offered an interview where they meet the essential requirements alone

Requirements for this job

Method of testing:

- A = Application form**
- I = Interview**
- T = Assessment tests**
- O = Other**

Key competencies and behaviours	Method of testing
Educated to degree level or equivalent relevant work experience	AO
A strong understanding of Digital solutions and new technologies	AI
A recognised professional qualification in a relevant discipline	AO
Significant relevant experience in a senior management position with a record of measurable success	AI
Demonstrable success at inter-agency working	AI
Experience of identifying and developing opportunities for innovation, improvement and change	AI
Able to work under sustained pressure	T
A high level of financial awareness and ability to understand the financial implications of strategy and policy	T
Ability to lead and develop solutions to complex problems and manage others to promote a solution-focused approach	AIT
Excellent written and oral communication skills, with proficiency in ICT	AIT
Political awareness	IT

Key competencies and behaviours	Method of testing
Considerable interpersonal skills including the ability to persuade, negotiate and influence	IT
Ability to promote diversity and oppose and challenge discrimination in the provision of services and as an employer	AI
Commitment to the principles of agile working including the ability to work flexibly with regards to both hours of work and location of work including remote and home working as required.	AI

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Recruitment safeguarding	Requirement
Will the post holder have substantial unsupervised access to children or vulnerable adults?	No – use standard recruitment process Yes – use the Safer Recruitment process
Is a Disclosure and Barring Service (DBS) check required for this post? Read the Recruitment and Selection Policy for guidance.	No – Not required Yes – Basic level Yes – Standard level Yes – Enhanced level