

LONDON BOROUGH OF MERTON
FINANCE AND DIGITAL DIRECTORATE
JOB DESCRIPTION

POST TITLE: Director of Digital Innovation

Grade: MG5

DIVISION/SECTION: IT & Digital

Location: Civic Centre, Morden

Responsible to: Executive Director of Finance & Digital

Responsible for: ICT & Digital Services

Post number: M3038340

Date: February 2024

1. MAIN PURPOSE

This post reports to the Executive Director of Finance & Digital and is a key role in the organisation that will lead as the key building block for Council-wide transformation and modernisation through delivery of cutting-edge IT service and driving forward innovation as a digital leader.

The post will manage the Council's in-house IT and Digital service and manage directly a gross revenue expenditure budget £10.7m as well as a multi-year multi-millions capital programme. You will lead a workforce of over 50 staff.

The postholder will be responsible to develop a digital strategy, in collaboration with internal and external stakeholders, to further its digital ambition.

The digital strategy will ensure a modern and enabled workforce, deploy technology to allow our residents, businesses and stakeholders to interact with the Council more reflective of their needs and to develop the connectivity of the borough.

The post will lead on the development of corporate strategies and policies on IT, digital and communication technologies to ensure an enabling service to support ambitions of services.

It will ensure that the Council cyber-security is continuously developed and is robust.

2. MAIN DUTIES AND RESPONSIBILITIES

- (i) Develop a digital strategy and delivery plan that deploys cutting-edge digital technology and data management techniques to modernise the Council and make it more enabling for the organisation to run their services more efficiently and effectively and to give residents, businesses and stakeholders a better experience when interacting with the Council
- (ii) Lead the Council's digital transformation and continuous improvement of how residents and business interact with Council, deploying the latest digital and IT technologies to enable an enabling and modern customer experience, promoting a digital first approach and supporting digital inclusion.
- (iii) To lead the IT and Digital service as a key enabler for transformational change and improvement across the Council's workforce, allowing it to be modernised and deploy technology and reporting to enable the Council's workforce to be cutting edge, technologically agile and enable teams to undertake their priorities supported by enabling technology
- (iv) Work collaboratively with Digital and IT sector leaders and Departments to ensure IT and Digital solutions are at the heart of service design and decision making, removing barriers and enabling staff to be innovative, and work with stakeholders across departmental and organisational boundaries to co-design inclusive and joined-up services that are efficient, effective and meet the requirements of the workforce, residents and communities
- (v) Protecting the Council and keeping it cyber secure, ensuring all its in-house, external and supply-chain systems are cyber secure and its data is safe wherever it is located
- (vi) Establish and embed a culture within IT and Digital Services, which is customer focussed and enabling for departments
- (vii) Mapping out the major priorities for digital and IT business systems transformation and improvement, working with services to ensure a coherent plan for investment in systems aligns with the IT and Digital strategies
- (viii) Identify the need for upgrades, configurations or new systems, ensuring an effective forward planning system that ensures the council is able to operate efficiently and effectively across a range of complex service needs

- (ix) Acting as a key strategic IT and digital adviser to the Cabinet, Corporate Management Team and wider organisation and engage with and co-execute the Digital and IT Transformation agenda
- (x) Be an effective leader and maintain proactive budget monitoring of the ICT and Digital department, ensuring sound financial management of the service
- (xi) Develop and maintain a resilient and high performing IT ecosystem so that technology empowers the day-to-day activities of Council staff and partners as they support residents with effective services.
- (xii) Work with Departments to identify opportunities to deliver technological transformation, leading on the evaluation, design, implementation, development and maintenance of the council's ICT applications and infrastructure, ensuring technology standards and best practices are met and there is alignment between wider organisational transformation and digital solutions.
- (xiii) Any other duties as requested by the Executive Director of Finance & Digital.

3. Director – General Accountabilities

- Role model the values and behaviours of the organisation and be an ambassador for and represent the Council at all times: [Work for Merton \[DRAFT\] : Values | Merton Council](#)
- Ensure services have operational plans in place to deliver the Council Plan on time and to budget.
- Work collaboratively across all service areas with other senior managers (including partner organisations) to deliver services and generate efficiencies.
- Ensure the service areas you manage are fully compliant with all existing or new legislation and other statutory requirements.
- Ensure effective performance management is in place, and that any remedial action is taken promptly.
- Manage your teams effectively, ensuring individuals are well-supported, diversity is encouraged and performance is monitored.
- Ensure at all times that a corporate view is adopted and that complaints (both internal and external) are dealt with promptly and effectively.

- Be responsible for equality in service delivery and employment, and work within relevant legislation carrying out Equality Impact Assessments where necessary.
- Ensure that strategic and operational risks are considered and that appropriate actions and reporting are put into place to manage these.
- Attend emergency planning training, be familiar with the London Borough of Merton Emergency Plan and your role during an incident. This may involve receiving notification out of hours and to respond positively to these calls.
- Required to take part in the emergency rota and participate in elections.
- Deputise for the Director and represent the Directorate as required on corporate and external activities and groups.

4. Responsible for:

IT and Digital teams

5. PERSON SPECIFICATION

Experience, Skills and Technical Requirements

- Experience of delivering organisation-wide digital transformation in a large, complex organisation at a strategic level and overseeing the implementation of this vision with quantifiable business-wide impact
- A successful track record of leveraging organisation-wide systems and technology to transform business operations
- Experience of delivering large-scale efficiencies of an organisation's IT infrastructure to deliver a streamlined, agile, modern and cost-effective technological operating environment
- A history of implementing processes which enable services to better use technology that transforms service delivery but using a strong corporate governance framework that aligns with IT and Digital strategies
- A track-record of delivering an effective digital strategy and project plan that has delivered genuine digital transformation for the workforce and wider customers
- An understanding of how technology can be used to better enable our residents, businesses and service users to meaningfully interact with us

- Strong leadership in innovative technological solutions and how to deploy them
- Respected senior leader skilled in working with and influencing senior stakeholders in both the public and private sector, and clear track record of delivering results in a political environment.
- Skilled at leading large and multi-faceted teams, including leading teams through change, and a significant track record of continuous improvement.
- Demonstrable experience of strategic and innovative thinking with a proven track record of delivering results against tight deadlines and stretching targets.
- Experience of leading a mixed team of both internal staff and technical, expert consultants and delivery contractors, and building an inclusive team culture.

This page is intentionally left blank