BRIGHTON & HOVE CITY COUNCIL   JIN 3680
JOB DESCRIPTION
JOB TITLE: IT&D Service Manager – Technical Solutions
REPORTS TO: Senior Manager (Various)
RESOURCE UNIT: IT&D

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Purpose of Job

- **Span**

Responsible for the delivery of a functional service within Brighton and Hove City Council. The role would benefit from establishing relationships with relevant teams at Orbis partner authorities but does not have any direct responsibility at East Sussex County Council or Surrey County Council.

- **IT&D Middle Manager (Generic)**

Contribute to the development and implementation of elements of the Orbis and sovereign councils' IT & Digital strategies to ensure effective use of information and technology to deliver the Council's Corporate Plan and Medium Term Financial Strategy.

Principal Accountabilities (Generic)

1. Manage the development, delivery and implementation of function specific IT&D Services in line with the IT&D strategies for Brighton & Hove City Council and Orbis to support achievement of its key priorities and delivering maximum value and benefit through the effective use of information and technology

2. Contributing to the planning and delivery of prioritised and cost effective IT&D investments to a 2-3 year planning horizon, including acting as subject expert on major IT&D projects and programmes

3. Provide the professional lead and subject expertise within IT&D, using both industry best practice and through leadership.

4. Leading specific IT&D service functions, ensuring effective stakeholder management, Enterprise, robust and sustainable solution design, customer and organisation focussed integrated deliverables.

5. Undertake the formal management/supervision, recruitment and on-going development of staff.

6. Lead and manage delivery of continuous improvement of key IT&D services, that conform to a high technical standard, industry standards, frameworks and architectural principles.

7. Knowledge of internal solution platforms, systems, architectural and Local Authority datasets.

8. Responsible for ongoing competitive analysis of integration solutions and product development platforms.

9. Responsible for ensuring all requirements are clearly captured using standard methodologies and tools, defined and articulated to development and technical teams to high standards, and solution definitions meet IT&D, service and organisational needs.

10. Responsible for adhering to the Digital and Data Strategy and/or Directorate strategies, ensuring that overarching solution designs brings together digital development, data,

architecture and systems - implemented and executed across, inter alia, Business Solutions, Data Solutions, Platform Engineering and Digital teams.

11. As a member of the wider IT&D Management Team, role model the councils' values, be accountable for quality, customer focussed service and ensure the IT&D services and staff demonstrate them in the way it conducts its business.

12. Build effective working relationships with internal and external partners, stakeholders and communities of interest in order to develop and improve services.

13. Determine the most cost effective use and deployment of resources in order to achieve council and service objectives and to reflect value for money.

14. Contribute to the planning and delivery of prioritised projects of IT&D investment, where required assessing the options for its sourcing and delivery.

15. To define, agree and monitor appropriate IT&D technical standards, process and performance standards ensuring these are properly communicated within the service and to customers; this includes the power of veto within the Digital Design Authority.

16. To ensure the integrity and resilience of the council's IT&D services, integrated datasets, and corporate digital platforms are maintained, contributing to planning and processes for business continuity and disaster recovery, information and data security and the management of change.

17. Monitor wider developments in the availability and use of information and communications technology and continuously identify ways that new approaches and technologies can be applied to improve outcomes for residents, partners, visitors and businesses.

18. Align IT&D risk management with the Council's overall risk management strategy

19. Ensure that services work together with other IT&D functions to ensure that service levels and change processes are well managed and effective.

- **Role Specific**

  o **Architectural Review** - Take a high-level view of technology and understand the wider impact of implementing new solutions ensuring they are fit for purpose, cost effective and meet the changing technology demands of a complex environment. Validate high-level architecture designs to ensure the delivery of effective and fit-for-purpose solutions to meet business strategy, alignment with IT&D Digital and Data strategies, and architectural and operational requirements.

  o **Technical Solutions Design –** Lead the technical solution design for the authority for digital products taking an enterprise approach, e.g. integrated, re-usable, secure and standardised, which utilise and benefit corporate solutions such as, Customer Index, Property Index, etc, and leverage existing investment in our platforms. They should ensure best practice and standards, including Accessibility, should be sustainable with minimal support, should conform to a mobile and cloud first strategy, and underpin our One Council objectives. Provide direction and oversight of the full stack architecture of our digital solutions from database architecture/development, modular and re-usable application tier, integration services, through to modern, compatible, compliant User Interfaces to ensure stability, maintainability, sustainability, and risk mitigation.

  o **Technical Innovation –** Contribute to the authority's innovation strategy, including research and development in alternative technologies and development principles. As part of the Digital Design Authority be willing to challenge, support and direct technical solutions in alignment with corporate objectives and digital strategies.

General Accountabilities

1. To ensure that all operations are conducted in accordance with the councils Health & Safety policy and all relevant legislation
2. To be prepared to implement the Council's Equalities Policy at all levels appropriate to the job and carry out his/her duties with due regard to eth Council's Equalities Policy at all times

General

The list of duties in the job description should not be regarded as exclusive or exhaustive. There will be other duties and requirements associated with your job and, in addition, as a term of your employment you may be required to undertake various other duties as may reasonably be required. Your duties will be as set out in the above job description but please note that the Council reserves the right to update your job description, from time to time, to reflect changes in, or to, your job. You will be consulted about any proposed changes

PERSON SPECIFICATION

JOB TITLE: IT&D Service Manager – Technical Solutions
REPORTS TO: IT&D Senior Manager
RESOURCE UNIT: IT&D

Criteria

The Person Specification is based on the requirements in the job description. All elements of the Person Specification are essential.

Knowledge

- Extensive knowledge of implementing technical solutions which incorporate Drupal, as well as low-code platforms, e.g. Mendix and Dell Boomi with maximum effect and minimum development overhead

- Knowledge of database design, ETL, replication and data integration and Master Data Management, as well as file transfer, storage and retention policies

- Excellent knowledge and understanding of the design considerations within public sector for products incorporating internal and external interaction.

- Excellent knowledge of current industry practices, technologies and standards in a number of the following areas:

    o Application and integration architecture, frameworks, technologies, tools and best practice.
    o API-led architecture and integration design tools, techniques and best practice.
    o Public cloud technologies e.g. AWS, Azure, Google Cloud Platform, cloud hosting and tools and best practice.
    o Agile / DevOps delivery methodologies and best practice.

- Extensive and detailed knowledge of modern IT&D hardware, software, infrastructure and networks, with depth of knowledge in at least one IT&D specialist functional area relevant to the role.

- Significant knowledge of best practice in customer service, user experience and IT&D service delivery in a large complex organisation including but not limited to knowledge of the ITIL v3 framework.

- Knowledge of political developments and current thinking in local government and the links to reforms in other public services

Skills and Abilities

- Proven ability to lead an IT&D Service Function independently and collaboratively in a complex and fast moving environment

- Proven ability to develop, lead and manage a high performing team, including planning and prioritising resources and developing staff over time

- Ability to generate innovative solutions in response to business needs, evaluate options and monitor and review their effectiveness

- Commercially and financially astute and able to identify opportunities for maximising value and benefit in return for investment

- Strong organisational skills and ability to meet tight deadlines, prioritise effectively and delegate appropriately

- Strong proven skills in the continuous improvement of IT&D Services through performance management of services, suppliers and staff.

- Highly developed communications skills including the ability to effectively challenge, influence through negotiation, impose requirements and work well with a wide range of people at all levels

- Anticipate issues and needs within the business and influence management to address these proactively and effectively.

Experience

- Significant experience of implementing, developing and supporting IT&D solutions in a large scale organisation

- A successful background of significant achievements in IT&D provision across relevant service functions including development and implementation of new initiatives in working practice

- Significant experience in the management of technical change and managing service improvement programmes/projects

- Significant management experience including of improving performance in services, self and teams

Qualifications

- Hold the appropriate discipline related qualification together with significant post qualification experience in a relevant environment at a senior level

Equal Opportunities

A clear commitment to equality and diversity and the achievement of equal opportunity in employment and service delivery