



Play  
your  
part

# Head of Digital, Data and Technology

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## Welcome

Our vision is to see all our communities play their part in a stronger, greener, and fairer future. While we live in challenging times, it is in our DNA to focus on the opportunities and possibilities. We are known across local government as an impressive organisation that works alongside the people we serve to make a difference and you will be joining a team that is passionate about our communities. We have stable political and officer leadership, are well run, and have a positive culture.

As a new Chief Executive, I am resetting the Council so we can continue to thrive and meet challenges head on. This involves fundamentally re-imagining how we work so that we can secure the best possible outcomes for our residents. As we embark on this journey, digital and technology will be at the heart of everything we do – and so will you. You will be instrumental in shaping our future and making a difference for the people we serve. This is a key new role for the Council coming at an incredibly exciting time.

You will have a career defining opportunity to create a new digital, data and technology function as we reshape our ICT shared service with Cheshire East Council and bring back the majority our technology and digital functions back into our organisation. You will also take our digital priorities to the next level and bring these ambitions into reality. You will have a great understanding of technology, but more importantly will focus on outcomes for local people - making a real difference through digital.

Our values are important to us, and we place great emphasis on collaboration and adopting a one council, one borough approach. You will be supported by talented colleagues every step of the way and empowered to make your innovative vision a reality. Your leadership will ensure that everyone plays their part in this digital future and that the benefits of technology are accessible to all.

So, if you are passionate about shaping the council of the future, can get the brilliant basics right, but are also full of fresh ideas and can bring people on the journey, we would love to hear from you.

I hope you will continue to read on, find out more, and be inspired to play your part.



Delyth Curtis

Chief Executive

## Our Ambition, Your Opportunity

We are an incredibly ambitious council that delivers good outcomes for local people, but we always look to the future and want to go further for our communities.

We have a bold ambition to be the council that sets the pace of transformation and embraces digital to deliver the best possible services and outcomes for our residents. We want to see digital at the heart of everything we do and central to our DNA.

We have strong foundations and promising innovation underway set out in our digital strategy.

<https://www.cheshirewestdigital.co.uk/>

But you will go beyond this and take the scale and pace of digital change to the next level. Key opportunities that you will lead include:

- **Transforming the customer experience:** We want you to use the insight of our customers to transform their experience of interacting with us. This will inform a range of solutions you will move forward including more intuitive information, advice and guidance, more personalised services, a single digital gateway into services, integrated and automated end-to-end processes, and using technologies such as AI to make our services more responsive. We also want you to help us make greater use of low code platforms and agile delivery so we can roll out digital solutions at pace.
- **A revolution in the use of data and insight:** We are on a journey of moving towards greater use of data science and data engineering to harvest the vast amount of data we hold across multiple systems and turning this into actionable insight. We have developed a data engineering function which is doing some really interesting work to use technology to develop new insight. We want you to further define the ambition, the technology requirements, and the plan to get there. This will enable us to better forecast demand for services like adult's and children's social care and housing so we can better plan at a strategic level. It will allow us to intervene at an earlier stage, spotting signs of crisis at individual level before circumstances escalate. It will also help us understand the impact of our interventions, inform proposals for redesigning services, and ensure we remain focused on our priorities.
- **Enhancing our productivity:** Our highly valued colleagues across the council are always striving to deliver the best possible services, often in demanding circumstances. We want you to fully utilise existing productivity tools to enhance collaboration, the hybrid working experience, and to further automate internal transactions. Additional technologies that can help us achieve these aims will be considered. Crucially, all the above needs to be underpinned by user engagement and a comprehensive programme of upskilling our colleagues.
- **New models of delivery:** We want you to suggest how we can deploy technologies to completely transform service models. For example, how can we use assistive technology to deliver social care? How can we transform our case management systems to join up our services with partner organisations such as the NHS? How can we use internet of things technology to ensure our

communities have effective transport and are well maintained? And how can we ensure that the benefits of digital are accessible to all?

- **Getting the foundations right:** We recognise that all the above needs to be built on strong foundations. You will ensure we have the right approaches for security, compliance, and value for money. You will also take a one council approach to procuring systems and capabilities.
- **A new service:** You will have a unique opportunity to design a new service and a new technical environment to help us deliver our ambitions. The councils ICT service is currently a retained client model with operational ICT delivered by Cheshire East Council on our behalf. Cheshire East supports 7,500 users across the two councils at an annual cost of £15m. It provides helpdesk, end user computing, architecture, application management, networks, hosting and projects. It is governed by a joint board, shared service agreement and performance management arrangements. The retained client is responsible for business relationship management, specifying and procuring applications, managing licensing, security policies, and overseeing the performance of the shared service.

By 2025 ICT will move to a new model. The majority of services will return to the council with the exception of Data centre and network services. Further information can be found in the following reports [Shared Services Joint Committee January 2023](#). This is a major change programme and expert support is in place to manage the transition. A newly designed model for the service is being finalised with a different configuration of staff and a green field site for a new tenancy. We want the new service to be fully aligned to the business, responsive, and to have the right skills to meet our ambition. A key responsibility for this role will be to support the transition to the new model and embed new ways of working, working closely alongside the workforce.

## Cheshire West and Chester Council

### Head of Digital, Data and Technology

#### SALARY

Up to £81,988 - £90,534 Grade 17

#### RESPONSIBLE TO

Director of Public Service Reform

#### TEAM

Public Service Reform

#### CORE PURPOSE

A strategic leadership role, responsible for translating the Council's goals into clear strategies and priorities for Digital Innovation and ICT and then leading the implementation of them through a high performing service, driving towards an organisation that is fully equipped and empowered through the power of digital, technology and insight.

Director of Public Service Reform

Head of Digital, Data and Technology

#### Key responsibilities

- **Strategic Leadership:** Work alongside senior stakeholders to develop and implement an ambitious digital, data and technology strategy that enables the Council to deliver responsive, innovative, forward thinking and effective services in line with our priorities.
- **Service Leadership:** Designing and implement a new digital, data technology service, inspiring a high performing, collaborative, accountable and well managed team with excellent relationships within the council and beyond.
- **Innovation Leadership:** Make a significant contribution to the culture of innovation across the organisation through the successful deployment of effective technologies, challenging the status quo, and by driving our approach to being an insight-led council that truly harnesses the organisations multiple data sources to deliver better results for communities.
- **Technical Leadership:** Act as the senior responsible officer, providing advice on major digital and technology issues, ensuring a one council approach, and providing assurance on security and compliance.
- **Resource Leadership:** Ensure the total resource invested in technology is impactful and provides value for money.
- **Decision Leadership:** Ensure decisions relation to digital and technology are well informed, are supported by appropriate governance and consider a one council approach

This role is 'Agile' which means you can be home-based with days in the office based on business needs.



#### PERSONAL GROWTH

Access learning and development opportunities to maximise your strengths and utilise your [talents](#)



#### WORKING REWARDS

Discounts in shops, hotel, restaurants, motoring and health



#### FAMILY FRIENDLY LEAVE

Flexitime, volunteering and family friendly leave



#### FLEXIBLE WORKING

Flexible working arrangements ensure you can achieve a healthy [work](#) life balance



#### GENEROUS ANNUAL LEAVE

25 days annual leave increasing to 30 days, opportunity to earn additional days [leave](#)



#### PENSIONS

Access to the generous benefits the Local Gov Pension scheme offers, including life [cover](#)

### RESPONSIBILITIES - the Head of Digital, Data and Technology will...

- ✓ Develop and implement an ambitious Digital, Data, and Technology strategy that translates wider council priorities and user needs into a deliverable programme of change. You will contribute to the transformation of the Council and ensure we are insight led, customer focused and agile in our approach.
- ✓ Design, inspire and enhance a new and successful digital, data and technology service that emphasises the need to collaborate with services to improve outcomes for customers as much as providing technical expertise and solutions.
- ✓ Ensure the service deploys all available resources in the most efficient and effective way, owning budgets, managing suppliers and strengthening relationships with a continuous focus on delivering in a more cost effective and streamlined way, overseeing an annual budget of circa £7m
- ✓ Identify developments in Digital innovation, anticipating future trends and opportunities including AI, providing this advice to Council Management Board and Members.
- ✓ Ensure successful transfer and development of the new service model in 2025
- ✓ Play a leading role in our journey towards being and insight driven council, harnessing data from multiple sources to have actionable foresight and insight, enabling the council to deliver more responsive and proactive services.
- ✓ Create a roadmap for future enterprise architecture that ensures the right policies, capabilities and applications are in place to meet the organisation's vision and objectives, taking a whole council approach and ensuring technology standards are met.
- ✓ Responsible for cyber security, ICT compliance, the selection and maintenance of software and hardware, business continuity, design and oversight of system policies and governance authorities to safeguard the council's data and service delivery.
- ✓ Equip the organisation to embrace technology through skills transfer and intuitive ICT
- ✓ Work with the Cabinet and the relevant Member portfolio holder as the Council's expert on ICT and digital transformation, to provide advice, guidance, and assurance on performance

### STRENGTHS – the Head of Digital, Data and Technology will deliver the key responsibilities by having...

- ✓ Strategic awareness with an ability to build consensus around a vision, understand the bigger picture, and translate priorities into action.
- ✓ Proven experience in strategic and operational management with a proven track record of managing significant digital and ICT functions within a large and complex organisation
- ✓ Inspirational leadership skills, able to galvanise action, develop colleagues and build confidence
- ✓ An innovative and 'can-do' mindset
- ✓ An understanding of the agendas or motivations of others in order to keep them positively engaged
- ✓ Sufficient technical understanding and delivery experience to be credible
- ✓ In-depth understanding of regulations/legislation and leading practice within the technology arena
- ✓ Ability to make informed, risk-balanced, consistent decisions
- ✓ Being proactive, resilient, focused and able to adapt to changing business needs.
- ✓ Great communication skills including the ability to persuade and negotiate.
- ✓ Strong organisational and political acumen,
- ✓ Analysing and interpreting complex data and making sense of ambiguity to inform decision making.
- ✓ Taking on new opportunities and tough challenges with a sense of urgency, high energy, resilience, and enthusiasm.
- ✓ Financial acumen and accountability for managing resources
- ✓ Knowledge and understanding of Local Government.

**REQUIREMENTS: *The Head of Digital, Data and Technology must be able to demonstrate....***

<b>Qualifications</b>	<ul style="list-style-type: none"> <li>✓ Educated to degree level or equivalent.</li> <li>✓ Relevant professional qualification (ITIL Expert or similar)</li> <li>✓ Recognised senior management qualification or equivalent.</li> <li>✓ Relevant professional or managerial qualification or equivalent in a relevant subject</li> <li>✓ Evidence of continuous professional development related to ICT/ digital</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>✓ Experienced professional in leading digital transformation and ICT services at scale, driving a high performing, collaborative and cost effective service</li> <li>✓ Demonstrable record of leading the formulation, delivery and ongoing development of digital and ICT strategies, policies and plans and able to evidence transformed outcomes and a return on investment as a result of successful programme delivery</li> <li>✓ Experience of using digital approaches, service redesign methodologies, and new technologies to enhance organisational effectiveness and customer experience</li> <li>✓ Proven track record of identifying, mitigating and managing risk for a large and complex technology service.</li> <li>✓ Responsibility for Programme Management Practice so that the organisational change and transformation programme is successful and underpinned by technology capability.</li> <li>✓ Track record of agile change management and continuous improvement</li> <li>✓ Proactive budget management so that the service expenditure is authorised and within budget – actively managing pressures and prudently identifying efficiencies.</li> </ul>
<b>Job Related Knowledge</b>	<ul style="list-style-type: none"> <li>✓ Knowledge of ICT/ digital operating models, processes, and change methodologies</li> <li>✓ In-depth understanding of leading practice and regulations within the digital and technology arena</li> <li>✓ Strong knowledge of ICT governance, cybersecurity, and compliance.</li> <li>✓ Knowledge of local government and the services it provides</li> <li>✓ Good awareness of the agenda to harness and use data and insight to transform services</li> <li>✓ Expert understanding of ICT service standards such as ITIL</li> <li>✓ Excellent understanding of the political context at a local, regional and national level and the ability to operate sensitively and efficiently within a political environment.</li> </ul>
<b>Skills and Aptitudes</b>	<ul style="list-style-type: none"> <li>✓ Able to use leadership skills to build a shared vision and to work to enable and coordinate the agendas or motivations of others in order to keep them positively engaged</li> </ul>



	<ul style="list-style-type: none"> <li>✓ Confidence and passion to be a digital advocate, championing the use of technology and practices to engender a digital mindset at leadership level and throughout the organisation .</li> <li>✓ Able to inspire colleagues and achieve results and continuous improvement for customers</li> <li>✓ Excellent commercial acumen and financial management skills</li> <li>✓ Ability to foster positive relationships with customers, suppliers, partners and other key stakeholders</li> <li>✓ Flexibility and resilience- able to respond to competing demands and ability to prioritise accordingly and manage in a fast paced environment.</li> <li>✓ Credibility – essential that postholder inspires confidence in their advice and judgement</li> <li>✓ Exemplary influencing, negotiating and communication skills</li> <li>✓ Innovative – able to seek opportunities to establish and develop new practices that can contribute to service delivery</li> <li>✓ Manages Ambiguity -operating effectively, even when issue are uncertain or the way forward is not clear</li> <li>✓ Strong analytical skills, and the ability to use data and information intelligently to inform evidence based planning and evaluation</li> <li>✓ Accountability - holds self and others accountable to meet commitments</li> <li>✓ A commitment to equality, diversity and inclusion</li> </ul>
<b>Should be able to demonstrate....</b>	
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>✓ Post graduate qualifications in a relevant discipline</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>✓ Recognised national leader in digital transformation and technology management</li> <li>✓ Experience of re-designing a new digital and ICT service</li> <li>✓ Experience of building and maintaining relationships with a diverse range of stakeholders, including Cabinet Members, Scrutiny, and local elected members</li> <li>✓ Experience of managing a data and analytics function</li> </ul>
<b>OUR VALUES - the role will model core values through....</b>	

**Teamwork**



Working flexibly, co-operatively, effectively, utilising resources, expertise and knowledge with others

**Honesty**



Always acting in a caring, responsible and accountable manner which maintains the integrity of the council as a public service

**Respect**



By valuing individual contributions and encouraging a culture of mutual respect

**Innovation**



Being innovative in everything we do; applying creative ideas to improve services and meet the council's outcomes

**Value for Money**



Financial impact and value for money are considered in everything we do for the benefit of the Council and our residents

**Empowerment**



Giving employees the responsibility to make decisions and striving to facilitate the contribution of others



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## Find out more about our Council and our Borough

[About us | CWC Recruitment](#)

[The MJ \(pagesuite-professional.co.uk\)](https://pagesuite-professional.co.uk)

## What's it like to work with us

[Working with us | CWC Recruitment](#)

## Organisational Structure

[CW&C Senior Officer Structure](#)

## Further useful information

- Council Plan [Home | CWC Corporate Plan \(cwccouncilplan.co.uk\)](#)
- Local Government Association Corporate Peer Challenge 2022 [Corporate Peer Challenge: Cheshire West and Chester Council | Local Government Association](#)
- Story of the Borough – key statistics [State of the Borough dashboard | Cheshire West and Chester Council](#)
- How we are performing [Performance report | Cheshire West and Chester Council](#)
- Plans and strategies [Council plans, policies and strategies | Cheshire West and Chester Council](#)

## How to apply

We are working in partnership with Tile Hill who are supporting us in managing the recruitment process.

Your application should include:

- A current CV, including details of your current role and salary
- A supporting statement (of no more than 4 pages) setting out how you meet the criteria set out in our person specification
- The names, positions and contact details of two referees, one of whom should be your current or most recent employer (we will ask your permission to approach referees)
- Details of any dates when you will not be available or when we might have difficulties contacting you

## Submit your application

To apply, please submit an up-to-date copy of your CV (four sides of A4 maximum), along with a supporting statement (four sides of A4 maximum) detailing your experience, achievements and addressing the key criteria for the role, using examples to demonstrate how you meet the requirements.

**Documents should be uploaded via the Tile Hill website: [www.tile-hill.co.uk/job/head-of-digital-data-and-technology](http://www.tile-hill.co.uk/job/head-of-digital-data-and-technology)**

*Applications should include:*

- Full contact details.
- Names, positions, organisations and contact details for two referees (Tile Hill will ask your permission before contacting referees).
- Details of your current salary and notice period.
- Notification of any dates when you are not available for an interview.

***For more information contact:***

**Mark Bearn at Tile Hill on 07747 181490 [mark.bearn@tile-hill.co.uk](mailto:mark.bearn@tile-hill.co.uk)**

or

**Bella Bennett at Tile Hill on 07787 437588 [bella.bennett@tile-hill.co.uk](mailto:bella.bennett@tile-hill.co.uk)**



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## Recruitment timetable

Deadline for applications	26 November 2023 (midnight):
Longlisting (no candidate involvement)	w/c 27 November 2023
Interview on teams	w/c 04 December 2023
Shortlist meeting	w/c 04 December 2023
Assessment day and panel interview	15 December 2023