

Job Description

Director of Digital and IT

Reference: ST015

Date: November 2025

Job Family:	Strategy and Transformation/Executive Leadership Performance and Strategy
Level:	5
Band:	16
Career Track:	Executive

Job Purpose

To lead and manage the Council's Digital and Information services, ensuring they support delivery of corporate and partnership priorities in line with the corporate plan – a Council that works for everyone, to benefit the people of Northumberland. The role is responsible for developing and implementing digital and data strategies that enable efficient communication, engagement, and service delivery, while ensuring best use of public funds.

The postholder will shape and oversee the digital programme, aligning priorities, performance data, and good practice to refresh IT infrastructure and drive major change initiatives that secure long-term sustainability and deliver ongoing savings. They will ensure robust controls to protect the organisation and individuals and provide expert advice to services on redesigning processes to maximise digital solutions within a corporate framework.

The role includes responsibility for an IT investment plan that ensures system replacements and new solutions are delivered as part of a disciplined corporate programme, promoting integration, data sharing, and reduced complexity. Working closely with the Director of Transformation, the postholder will support options appraisals, business cases, and benefits realisation to improve service quality and reduce inefficiencies.

Additionally, the postholder will lead the development of a data strategy to ensure secure, accurate, and insightful business intelligence underpins decision-making. As a member of the Senior Management Team, they will provide strategic leadership, resource management, and prioritisation to deliver best value public services. They will foster a culture of engagement and collaboration across the Council and with partners to design and deliver services that meet residents' needs and expectations.

Service Purpose

The Digital, Data and Technology (DDaT) service enables the design, delivery and operation of modern, user-centred, and data-driven services across the Council. It provides secure, reliable, and scalable technology; high-quality data, analysis, and insight; and accessible, efficient digital services that support evidence-based decision-making and improved outcomes for residents. DDaT underpins the Council's strategic priorities by enabling transformation, improving

operational efficiency, and fostering innovation. The service works collaboratively across the organisation and with partners to ensure that solutions meet user needs, comply with relevant standards, drive continuous improvement, and support digital inclusion and growth. Our stakeholders include council services, senior leaders, elected members, partners, and the communities we serve.

Duties and Responsibilities

Strategic Digital & IT Leadership

- Act as the Council's principal adviser on digital and information management, ensuring compliance with legislation, standards, and best practice.
- Provide strategic and professional advice to Members, Committees, the Chief Executive, and Executive Directors on digital, IT, and data-related matters.
- Lead horizon scanning and policy analysis to assess national and regional developments and their implications for the Council's digital strategy.
- Position the Council as an innovative, influential organisation in digital and technology-enabled service delivery.

Digital Transformation & Service Improvement

- Drive and support major programmes of change, including the corporate Transformation Programme, ensuring digital and IT opportunities maximise value, efficiency, and outcomes.
- Champion a corporate and multi-agency approach to digital service delivery that improves access, reduces costly channels, and streamlines processes.
- Ensure digital solutions support customer-focused, sustainable, and high-quality services aligned to community needs.

Investment, Resources & Value for Money

- Lead the development and delivery of IT investment plans, optimising capital and revenue resources to deliver short-, medium-, and long-term savings.
- Oversee the effective management of people, finances, and assets within the Directorate to meet priorities and statutory obligations.
- Support options appraisals, business cases, and benefits realisation to ensure best use of public funds.

Governance, Risk & Business Continuity

- Ensure robust digital, IT, and information governance arrangements are in place and operating effectively.
- Maintain strong risk management and business continuity arrangements, including mitigation strategies for system failures and security breaches.
- Fulfil statutory and corporate responsibilities, including emergency planning and election duties, in line with governance arrangements and the Council's Constitution.

Partnerships, Representation & Stakeholder Engagement

- Represent the Council at local, regional, and national levels, promoting collaboration, partnership working, and shared solutions.
- Work collaboratively within major local and regional partnerships to identify opportunities for innovation and shared benefit that support strategic objectives.
- Manage Member and Officer relationships within the Directorate, supporting effective governance and constructive decision making.

- Ensure clear communication and engagement with stakeholders, maintaining transparency and protecting the Council's reputation.

Leadership, Culture & Workforce Development

- Promote an inclusive, values-based culture that embeds equality, diversity, and cohesion across digital and IT services.
- Act as a visible role model for innovation, continuous improvement, and professional excellence.
- Lead and develop the workforce to build capability, resilience, and engagement in a rapidly changing digital environment.

Person Specification

Professional and Technical Requirements

Qualifications

- Level 6 qualification or above or equivalent senior professional experience in IT. Demonstrates ongoing development in specialist or emerging areas relevant to the service or role.
- Evidence of relevant up-to-date leadership and management training.

Knowledge, Skills and Experience

- Proven achievement in developing digital and information management strategies for large, complex public sector organisations, with a strong understanding of public service responsibilities and requirements.
- Significant experience in creating and embedding new IT systems and processes that support effective use of public funds and deliver best value for residents.
- Expertise in devising and managing IT investment programmes, ensuring best value and alignment with corporate frameworks to meet diverse service needs.
- Experience in options appraisals and market assessments to identify and implement coherent, sustainable digital and IT solutions.
- Strong understanding and practical experience of financial benefit analysis, including tools and methodologies for assessing and capturing benefits from major digital change.
- Significant experience in data strategy development, including gathering, analysing, and using data to inform decision-making and monitor performance.
- Experience in designing and implementing frameworks and tools for service transformation, including innovative delivery models that improve outcomes and generate efficiencies.
- Evidence of applying analytical skills and innovation to deliver successful digital solutions in environments with reducing financial resources.

Core Competency Requirements

- **Working with Partners:** Work collaboratively across services and departments to deliver corporate excellence and with external partners to deliver excellent service. Seek opportunities for partnership working at a local, regional, national and European level and contribute effectively to multi-partner projects.
- **Serving Our Communities:** Promote the community plan and seek and act on feedback from the community. Influence service and corporate plans to reflect community needs, and develop, deliver and improve access to services based on an awareness and understanding of the diverse community. Promote equality of opportunity in service delivery

- **Working within the Political Arena:** Understand and actively support the role of councillors and actively support the democratic process within Northumberland County Council. Recognise the impact of government and legislation on council strategy and services, and consult, support and keep councillors informed
- **Delivering Excellence:** Understand how corporate performance is measured and monitor and evaluate services in relation to objectives and performance indicators. Establish a culture that embraces the agreed vision and values and be a positive ambassador for the organisation. Contribute to strengthening corporate leadership capacity, whilst identifying opportunities where organisational performance could be improved
- **Focusing on the Future:** Scan the external environment, look ahead, assess strategic options and develop the Council in the medium and long term and challenge what we do and how we do it. Influence relevant national and regional organisations and partners and connect plans, policies, strategies and services to provide consistent service delivery. Consider the implications of decisions across the council and act in the overall interests of Council performance
- **Building Shared Visions and Values:** Scan the internal environment and engage with employees in compelling visions of the future to create an environment in which a culture embracing our Vision and Values can thrive. Have a clear picture the direction of the organisation is taking and communicate it with insight, energy and vision and translate the Council vision into practical and achievable plans
- **Strengthening Corporate Leadership Capacity:** Continuously develop the political leadership and managerial interface and operate with others as a cohesive managerial team. Create time with staff and other managers for discussion about their development rather than fire-fighting and coach and mentor staff and other managers. Lead, delegate and empower others at a strategic level to identify and develop potential senior managerial successors
- **Promoting and Facilitating Change:** Critically evaluate the reasons that prompt change and take appropriate action to proactively steer internal change. Proactively manage the exchange of information between the public and the organisation and consider the resource implications of change. Anticipate and respond to emotional and morale issues brought about by change and monitor and evaluate the change process to ensure aims are met

Strengths

- **Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.
- **Analytical:** You seek and analyse information to inform your decisions, based on the best available evidence.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.
- **Preventer:** You think ahead to anticipate, identify and address risks or problems before they happen.
- **Disciplined:** You follow processes, operating well within set standards, rules and guidelines.

Desirable