

Job Description

Head of Technology

Reference: ST064

Date: June 2025

Job Family:	Strategy and Transformation / Executive Leadership, Strategy and Performance
Level:	5
Band:	14
Career Track:	Executive

Job Purpose

Lead the design, development, and implementation of technology strategies, applications, and tools that support delivery of the Council's Corporate Plan and partnership priorities. Ensure the Council adopts effective, efficient, and user-centred IT infrastructure and processes that enable informed decision-making and optimal use of resources.

Provide expert advice on technology strategy and transformation, working collaboratively across services to co-design solutions that improve service quality, reduce inefficiencies and costs, and support environmental and social objectives.

Develop a technology strategy that balances cost-effectiveness with inclusivity, supports climate goals, and contributes to the Inequalities Plan. Oversee rationalisation of platforms and applications, ensuring functionality aligns with organisational needs.

Play an active role in the Senior Management Team, providing strategic leadership, resource management, and fostering a culture of innovation and engagement across the Council.

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

Technology Strategy, Architecture and Systems Optimisation

- Lead the development and delivery of the Council's Technology Strategy, ensuring robust, secure, cloud-based and sustainable architecture that enables high-quality service delivery and positive customer experience.
- Oversee the design, rationalisation and optimisation of platforms, applications and systems, using data-driven frameworks to ensure corporate solutions are efficient, scalable and aligned to organisational needs.
- Ensure technology solutions support long term financial sustainability, service resilience and continuous improvement.

Strategic Leadership and Advisory Role

- Act as a trusted strategic adviser to Elected Members, Directors and the Chief Executive on technology, digital transformation and innovation.
- Shape and influence organisational vision by providing expert advice on technological responses to transformational change, ensuring alignment with the Council's strategic priorities and long-term objectives.
- Play an active leadership role within the Senior Management Team, contributing to corporate strategy, policy development and organisational performance.

Technical Leadership and Programme Delivery

- Serve as the Council's principal technical authority, ensuring that digital and technology considerations are fully embedded in major programmes and initiatives, including the corporate Transformation Programme.
- Provide leadership and assurance for complex, high risk or crosscutting programmes, ensuring delivery to agreed timescales, quality standards and outcomes.
- Champion innovation and the adoption of emerging technologies that support service improvement and organisational transformation.

Governance, Policy and Compliance

- Lead the assessment of national and sector policy developments, legislation and best practice to ensure compliance and future readiness.
- Ensure all technology activity is delivered in line with the Council's Constitution, governance frameworks, policies and statutory requirements.
- Position the Council as a forward-thinking and influential organisation through strong governance, ethical practice and professional leadership.

Resources, Workforce and Culture

- Lead the effective deployment of financial, human and physical resources to deliver high-quality, value-for-money technology services.
- Foster an inclusive, values-based culture that encourages innovation, collaboration and continuous improvement.
- Support workforce planning, talent development and diversity to ensure the directorate has the capability and capacity to meet current and future challenges.

Engagement, Collaboration and Partnerships

- Build and maintain effective relationships with Elected Members and Officers, supporting constructive and productive working arrangements.
- Represent the Council in local, regional and national partnerships, identifying opportunities for collaboration, shared services and innovation.
- Work across organisational and sector boundaries to deliver place based and systemwide outcomes.

Communication, Reputation and Corporate Responsibilities

- Ensure clear, transparent and effective communication with stakeholders, partners, media and the public, supporting the Council's reputation and engagement objectives.

- Contribute to corporate responsibilities including emergency planning, election duties and deputising Director of Digital and IT when required.
- Uphold statutory, democratic and ethical obligations in all aspects of the role.

Person Specification

Professional and Technical Requirements

Qualifications

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

Knowledge, Experience and Skills

- **Strategic Leadership:** Proven success in developing and implementing technology strategies that transform service access and drive large-scale organisational change.
- **Platform and Systems Oversight:** Ability to assess service needs and ensure corporate oversight of platforms, applications, and systems to support rationalisation and efficiency.
- **Technical Expertise:** Strong understanding of cloud-based technologies, government codes of practice, cybersecurity, data governance, and agile working principles.
- **Service Design and Co-Production:** Significant experience in co-designing technology solutions with non-experts, embedding user experience and service design principles.
- **Financial and Supplier Management:** Experience managing large budgets and negotiating with suppliers to deliver cost-effective, high-impact solutions.
- **Data and Insight:** Skilled in developing tools to collect and analyse qualitative and quantitative data to inform decision-making and assess the impact of technology changes.

Core Competency Requirements

- **Communication:** Represents the council externally with authority and clarity. Leads strategic communication and influences reputational outcomes.
- **Collaboration:** Leads system-wide collaboration and enables communities to shape and deliver place-based outcomes.
- **Service Delivery:** Leads organisational transformation to meet strategic goals. Delivers value for money, economic growth, and public trust through innovation and strategic alignment.
- **Decision-Making:** Leads high-stakes decisions with long-term strategic impact.
- **Digital & Data Literacy:** Leads digital transformation and governance. Ensures ethical and secure use of technology. Uses advanced data analysis to shape strategic decisions and build public trust.
- **Adaptability:** Shapes organisational culture to embrace innovation and change. Leads strategic improvements and supports teams to deliver effective transformation.
- **Problem-Solving:** Leads resolution of systemic and sector-wide challenges, fostering innovation and continuous improvement to meet strategic goals.
- **Community & Customer Focus:** Shapes place-based strategies that reflect the needs of all communities and deliver high-quality customer outcomes.

- **Leadership:** Sets strategic vision and leads system-wide change. Oversees leadership development, peer learning and enables reflective practice across the organisation.

Strengths

- **Strategic:** You look at the big picture. You consider the wider factors and long-term implications of decisions.
- **Influencer:** You influence others, you articulate the rationale to gain their agreement.
- **Improver:** You look for better ways of doing things and enjoy coming up with new and original ideas.
- **Explainer:** You communicate thoughts and ideas, verbally or in writing. You simplify complexities and adapt communication so others can understand.
- **Resilient:** You have inner composure, recover quickly from setbacks and learn from them.

Desirable