Digital and IT Business Partner

Permanent, based in Kingston and Sutton

Grade: K

The role reports directly to the Head of Business Partnerships

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Position Summary

Digital and IT is a shared service between Kingston and Sutton councils providing digital and technology services to both councils as well as a number of arm's length companies.

We are committed to delivering excellent public services to our residents and local businesses, which is why we place the user, and their needs, at the heart of our agile delivery strategy. We are proud of our developing digital culture, and have a team of excellent professionals working across multi-disciplinary teams to deliver our new digital services.

Both councils are undertaking significant transformation of their services. We are therefore looking to recruit vibrant, talented people who would be excited to help us build user centred, modern digital services across two councils.

The range of projects we are working on are varied in nature, which is why we love working here. Your work and the services we build make a real difference to people's lives. Over the coming years you could help us to shape the delivery of adult health and social care, improve services that maintain our roads and highways, or help us to deliver smarter cities.

Working in the Digital Strategy & Portfolio team, you'll be responsible for the management of the strategic relationship with Digital & IT and its customers.

Purpose of the Role

Our mantra here in Digital is *people first, technology second*. When building good services we start with user needs. We are currently looking for a Digital and IT Business Partner.

In this role, you will be expected to:

- Work closely with Directors, Assistant Directors, Heads of Service and other senior colleagues to understand service priorities and ensure projects and programmes are aligned to short, medium and long term objectives of the service and wider council
- Enable digital change, acting as a single point of contact for senior stakeholders and facilitating relationships between them
- Build relationships with colleagues the organisation in order to identify opportunities for improvement or transformation through the use of technology
- Advise on the choices of systems and technology in meeting business objectives
- Gather information from colleagues to understand customer demand and detailed requirements. Ensure this is reflected in the planning of activities within Digital & IT
- Identify and implement commercial approaches to the delivery of Digital & IT solutions
- Contribute to the development of Business Cases for the implementation of solutions
- Act as an account manager for Service Delivery, reporting to the business against agreed service levels
- Work closely with the delivery teams on digital transformation programmes
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the department and the wider organisations
- Work within the ITIL framework.

Leadership Responsibilities

There are a number of roles across the department at Grade I, J or K that are designated as Lead or Manager.These roles have a dual purpose in that they are expected to have specialist knowledge and skill within their own area and also play an active part in the operational management of their team. They will do this by:

- Understanding and supporting the Digital Strategy
- Working with their line manager and other leads/managers within the team to manage the team workload
- Directly managing a small number of reports and/or managing a virtual team working on a specific task or project
- Managing other resources such as physical or logical technology/software and vendor services
- Providing appropriate analysis and reporting within their area of expertise
- Coaching less senior members of the team both professionally and technically
- Acting as a lead across the department and the wider customer base in promoting, communicating and developing their area of expertise
- Seeking opportunities for innovation and collaboration
- Demonstrating the culture and values on a day-to-day basis.

All Lead and Manager postholders (at grades I, J and K) are expected to be able to deputise for their line manager (typically an L or M grade). This role does not have any day-to-day line management responsibilities.

Key activities

Leadership
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this.

Commissioning and Performance Management
- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand

Customers and Partners
- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the councils' commitment to community cohesion and valuing diversity and social inclusion.

Digital/New Ways of Working
- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible.

Equality and Diversity
- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery.

The Person

In order to successfully deliver the responsibilities of the role, you will need to:

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

Experience

It is essential that you have:
- Extensive experience in stakeholder management at a senior level
- Experience in working at a strategic and tactical level to ensure that deliverables meet the business needs of the organisation
- Demonstrable ability to absorb complex technical information and communicate effectively at all levels to both technical and non-technical audiences
- Experience in facilitation, influencing and collaboration amongst stake-holders who have diverse objectives
- Practical experience of the operation and implementation of business change management processes within an IT context
- Thorough understanding and insight of the implications of new technologies

It is desirable that you have:
- Experience of the user centric design approach to projects and GDS principles
- Demonstrable experience with programmes and portfolios, budgeting and resource management
- Experience of digital transformation across an organisation

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Context

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both councils as well as a number of arm's length companies. These organisations are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunities to revolutionise the way we deliver key services.

The councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

Corporate responsibilities and competencies

Corporate responsibilities

The councils require managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

Our leadership competencies

Leadership
- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

Partnering for Excellence
- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for the councils and the community

Communication and Influencing
- An ability to understand and respond to the evolving economic and social environment within which the councils operate
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

Putting the Customer First
- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of council business

Being the Best
- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

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Our priorities, values and behaviours

Our priorities and values

The council wants to change its relationship with our communities, our partners and the people we serve. This means:

- Enabling communities to do more for themselves
- Enabling people to be independent and be able to flourish
- Enabling good growth for businesses and our communities to thrive
- Enabling our staff to take decisions and be free of unnecessary bureaucracy
- Enabling us to use our resources and assets – human, physical and financial – to the very best effect
- Enabling through services that are 'publicly designed, not necessarily publicly delivered'.

Becoming an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning these priorities are the following values:

- **S**upportive of trying new ideas, with the courage to change direction
- **T**ransparent and connected in all that we think, say and do
- **A**ppreciative of each other, recognising and celebrating success
- **R**espectful of difference and valuing diversity.

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.