

JOB DESCRIPTION

Post: Director of ICT

Grade: Under Review

Department: ICT

Job Evaluation Ref:
PMO72

Location: MWP

Reporting to: ACO Suffolk

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

To act as the executive lead for the delivery of the ICT services for Suffolk and Norfolk Constabularies. Accountable person for operational ICT service delivery and technology change to both Constabularies.

To provide leadership, professional guidance and service resilience to the function supporting the strategic plans of Suffolk, Norfolk and Eastern Region Seven Force strategic alliance (7F). To support the design, configuring and delivery of ICT innovation, ensuring the transformation of service delivery, to both internal customers and external service users.

To contribute to achieving the vision, purpose and values of both Suffolk and Norfolk Constabularies.

2. Main activities of the role *(This list is not exhaustive)*

- **Strategy & Business Planning** - provide professional expertise on all technology related matters to support the delivery of the forces strategic objectives.
- **Undertake senior client relationship management** - working with Chief Officers, PCCs, senior managers, professional standards and staff associations develop an overall Information and Communication Technology (ICT) Strategy that enables the deployment, operation and maintenance of resilient infrastructure, digital systems and modern communication networks to deliver the required service
- **Business and Technology Change** - Develop a deep understanding of the organisations, their operating context and aspirations in order to envision future ICT services that will meet changing business needs. Balancing innovation with affordability, whilst maximising the productivity of investments, ensuring benefits realisation and inspiring the wider organisation to embrace digital opportunities. Oversee and drive change and improvement to the ICT department (its people, processes and systems) to enable it to deliver efficiently and effectively now and in the future. Accountable for the successful delivery of technology and

Validated:

infrastructure change supporting local, regional and national initiatives and continuous improvement programmes.

- **Governance & Assurance** - To be held to account by the Organisational Delivery Board (DCC Chaired) and put in place effective governance, policy and procedure to mitigate risk, enhance service delivery and deliver resilient change.
- **Manage** - ICT Accountable for the effective and efficient operation of ICT department delivering high-quality, secure, business aligned ICT services across Suffolk/Norfolk and 7F. Oversee the implementation of the Suffolk and Norfolk ICT vision and strategy to ensure delivery of fit for purpose digital platforms and a technology estate to support the forces strategic aspirations.
- **Manage People** - Provide visible and strong leadership focused on the delivery of the strategic priorities for Suffolk and Norfolk and the department. Create a team environment and conditions that allow for effective delegation and the delivery of results through others. Promote a culture of continuing professional development across department to ensure structure and staff have required levels of technical knowledge and expertise to support current and future demand.
- **Business Performance** - Accountable overall performance of the department including service delivery, change and transformation and benefits realisation through clear management information and metrics
- **Manage Finances** - Responsible for the planning, preparation, negotiation, monitoring and control of the ICT Revenue and Capital budgets.
- **Manage Suppliers** - In partnership with contracts and procurement, identify the most suitable strategic suppliers and partners to support both Constabularies digital technology and infrastructure priorities. Develop and manage significant relationships to maximise the value from the relationship.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. **Special conditions/Points to note**

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments across both Norfolk and Suffolk Constabularies as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) All duties must be carried out in accordance with relevant Health and Safety legislation and good practice. A 'No Smoking in the Work Place' policy applies.
- d) All duties must be carried out in a manner that supports the Constabulary's commitment to equality and inclusion.

PERSON SPECIFICATION

Post: ICT Director

Department: ICT

Location: MWP

Essential Criteria

- Evidence of significant experience and expertise in the provision of Information and Communication Technology (ICT) services
- Extensive experience in ICT Service Strategy, Design and Operations
- ITIL Qualified • Extensive Project and Programme Management experience with demonstrable examples of success
- Knowledge and experience of ICT Strategy development and implementation
- Significant experience in Senior ICT leadership role in a complex multisite organisation leading a multidisciplinary ICT function and managing a team of senior professionals
- Experience of leading and managing during periods of significant change in complex and pressured environments
- Experience of working, presenting and influencing at Board/Chief Officer level
- Experience of building and maintaining highly effective stakeholder relationships at a strategic level and tangible evidence of successful negotiation
- Experience of utilising next generation technology to enhance business operations
- Ability to manage significant budgets, with evidence of making use of flexible resources to reflect changing demands
- Experience of procuring and managing large, and complex outcome-based ICT contracts, whilst managing significant interdependencies
- Experience of joint procurement, market testing and/or outsourcing, as well as negotiating quality, costeffective services
- Experience of managing effective service delivery at a time of budgetary constraints

Desirable Criteria

1. The post holder will be required to travel to / work from different locations across Suffolk and Norfolk as well as Regionally and Nationally (occasionally)
2. If using a private vehicle then business insurance needs to be organised by the individual.

Validated: