

## Technical Specialist – Service Architect Leads (Tier 4) Hay 10

Directorate / Service	Resources Directorate – Enabling Services – ICT Strategy & Commissioning
Accountable to:	<i>Tier 3 Strategy &amp; Commissioning Manager</i>
Accountable for:	N/a
Politically restricted post	No

### Context

You will play an active role as part working with Delivery Leads or Lead Commissioners to deliver our organisational outcomes.

As the technical specialist you will provide a high level of expertise in your professional discipline. You will design and shape solutions to achieve the service delivery plans or commissioning intentions.

You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary section and customers.

### Specific role assignment

<b>Subject Area responsibilities</b>	<ul style="list-style-type: none"><li>• In line with WCC's commissioning intentions, to work with the ICT Strategy and Commissioning to define and deliver WCC's strategies and policies for effective ICT Administration.</li><li>• To manage the key strategic relationships of the ICT Service.</li><li>• To ensure compliance with ICT systems regulations and other relevant statutory and ICT requirements.</li><li>• To ensure strong and effective governance of the ICT operations service, including reporting to WCC committees and the Local Corporate Board.</li><li>• To be proactive in identifying and responding appropriately to changes in the technical area of specialism, risk and compliance.</li><li>• To work closely with the Business managers, Service Managers for Digital &amp; ICT and Strategy &amp; Commissioning to identify strategic opportunities for the service to implement change and improvements effectively.</li><li>• Must have technical specialism in one of these areas namely Digital, Infrastructure and Applications.</li></ul>
<b>Statutory responsibilities (if applicable)</b>	N/A

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<b>Specific experience</b>	<ul style="list-style-type: none"> <li>• Relevant knowledge of the technical specialist area</li> <li>• Relationship building across the organisation</li> <li>• Service Review meetings and reporting</li> <li>• Business point of contact for technical specialism</li> </ul>
<b>Specific qualifications/and registration</b>	Not applicable
<b>FTE responsibility (line management)</b>	Not applicable
<b>Key stakeholder relationships</b>	<p>Service Manager, Digital &amp; ICT</p> <p>Assistant Director, Enabling Services</p> <p>ICT Strategy &amp; Commissioning Manager,</p> <p>Business Service Managers</p> <p>3<sup>rd</sup> party suppliers</p> <p>Relevant ICT Support team managers and team members</p>

### Generic capabilities of the role

Generic Capability	Descriptor
Strategic thinking & planning	<ul style="list-style-type: none"> <li>• Identification and design of solutions to meet business requirements for the service(s)</li> <li>• Contribute to short term (1 year) strategies and plans to meet demand for the service(s)</li> <li>• Use of insight, best practice and research to achieve service outcomes</li> </ul>

- Contribute to the commissioning intentions, key business measures and plans based on demand for the short term (1 year)
- Contribute to the 1 year delivery plan in conjunction with the delivery teams
- Contribute to the development of policies
- Ensure that insight, best practices, market research and trends are considered in the commissioning intentions.
- Create, identify and respond to opportunities to support the delivery of organisational outcomes.
- Encourage the development of new solutions to meet future organisational needs.
- Understand, articulate and implement best practices related to area of expertise

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Generic Capability	Descriptor
Innovation & change	<ul style="list-style-type: none"> <li>• Focus on new ideas, improvement and innovation</li> <li>• Problem solver</li> </ul>

- Undertake periodic review(s) of technical specialism to maintain market awareness, identify areas of improvement, emerging thinking, legislative / regulatory changes
- Support the development of options appraisals to assess the most suitable means of achieving service outcomes.
- Solve complex technical problems effectively and quickly, via insightful diagnosis
- Shape long term solutions to meet service requirements
- Act as an agent and leader of change
- Demonstrate active engagement in improving organisational performance
- Provide expert advice to those engaged in activities where the technical specialism is applicable

Generic Capability	Descriptor
Influence & relationship management	<ul style="list-style-type: none"> <li>• Relationship development and management</li> <li>• Influence and shapes the market</li> <li>• Thought leader</li> <li>• Collaborative working</li> </ul>

- Develop and maintain professional networks
- Support the development of key partnerships
- Increase the expertise of others to apply specialist knowledge leading to increased organisational capability.
- Support the shaping and influencing of the market
- Support any required consultation activities

Generic Capability	Descriptor
Finance & commercial	<ul style="list-style-type: none"> <li>• Effective budget setting and monitoring</li> <li>• Contract negotiation and commercial partnership management</li> <li>• Quality monitoring and measurement</li> <li>• Oversight of contract set up, establishment and ongoing monitoring</li> </ul>

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### WCC values and behaviours

The post holder must be able to demonstrate that they role model the WCC values and behaviours.

### Our Values – The Warwickshire DNA



### Our Behaviours



**Strategy...** the direction we will take to achieve our outcomes



**Plan...** what we will do to achieve the strategy



**Commissioning...** the process of how we will plan, purchase and monitor our services



**Strategic Commissioning...** the process for understanding, planning and delivering services to achieve the best outcomes



**Operational Commissioning...** the process for meeting need at an individual level or to a specific group



**Delivery...** providing services to our customers

