

## Delivery Lead Schools ICT (Tier 4a)

<b>Directorate: Service area:</b>	Resources Directorate – Enabling Services – Digital & ICT
<b>Accountable to:</b>	Digital & ICT Service Manager
<b>Accountable for:</b>	£3m 35 FTE's
<b>Politically restricted post</b>	No
<b>Delivery teams:</b>	Service Delivery, Applications Support, Infrastructure Support, Business Relationship Management

### Context

You will play an active role as part of our service team working in partnership with our Commissioning Team Leaders to innovate our service delivery capabilities.

You will support the Service Manager and other Delivery Team Leaders in achieving our organisational vision and outcomes.

You will manage your team to meet the outcomes of the service delivery plan. You will develop and maintain good working relationships with our range of key stakeholders including statutory partners, service providers, voluntary sector, and customers.

### Specific role assignment

<b>Delivery responsibilities</b>	<ul style="list-style-type: none"><li>• In line with WCC's commissioning intentions, to work with the Strategy and Commissioning Manager for Investment, Strategy and Audit to define and deliver WCC's strategies and policies for effective Schools ICT Administration.</li><li>• To manage the key strategic relationships of the ICT Service</li><li>• To lead the Schools ICT teams in the delivery of services.</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 Schools ICT service, including reporting to WCC committees and the Local Corporate Boards.</li><li>• To be proactive in identifying and responding appropriately to changes in ICT technology, risk, and compliance.</li></ul>
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	<ul style="list-style-type: none"> <li>To work closely with the Service Managers for Digital &amp; ICT and Strategy &amp; Commissioning to identify strategic opportunities for the service to implement change and improvements effectively.</li> </ul>
<b>Key business measures</b>	Delivery of annual budget surplus target
<b>Statutory responsibilities</b> <i>(if applicable)</i>	Compliance with ICT strategy, legislation, and regulations
<b>Specific experience</b>	<p>Experience of managing a team</p> <p>Report writing</p>
<b>Specific qualifications/and registration</b>	ITIL qualification would be desirable
<b>Budget responsibility</b>	£3m
<b>FTE responsibility (line management)</b>	<p>4 FTE direct reports</p> <p>35 FTE total team</p>
<b>Key stakeholder relationships</b>	<p>Digital &amp; ICT Service Manager</p> <p>Strategic Director, Enabling Services</p> <p>Assistant Director, Enabling Services</p> <p>ICT Strategy &amp; Commissioning Manager,</p> <p>WCC HR and Payroll</p> <p>WES Commercial</p> <p>3<sup>rd</sup> party suppliers</p> <p>Accountants, Finance</p> <p>Schools Customers</p>

## Generic capabilities of the role

Generic Capability	Descriptor
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Business Acumen	<ul style="list-style-type: none"> <li>• Deliver in year service plan (1 year)</li> <li>• Effective contract and supplier management</li> <li>• Meet budget, savings, and income targets</li> </ul>
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- Contribute to the operational planning of the service with the commissioning team
- Ensure effective contract management arrangements are in place
- Manage costs down, deliver savings and income targets (as applicable)

Generic Capability	Descriptor
Performance & standards	<ul style="list-style-type: none"> <li>• Statutory compliance Professional practice</li> <li>• Procedure compliance</li> </ul>

- Execute the statutory or regulatory duties that are in place and delivered across the team.
- Ensure the safe operation of the business and compliance with appropriate regulations and legislation.
- Execute the relevant policies and procedures to ensure the outcomes are delivered.

Generic Capability	Descriptor
Operational management	<ul style="list-style-type: none"> <li>• Deliver operational performance objectives</li> <li>• Manage the workforce</li> <li>• Deliver continuous improvement plans</li> </ul>

- Meet the service key business measures for the service
- Manage costs down through operational improvement
- Manage and allocate resources to meet key business measures • Use data and insight to improve service performance

## Generic leadership competencies

Capability	Descriptor
People Management	<ul style="list-style-type: none"> <li>• Workforce development</li> <li>• Workforce planning</li> </ul>

- Recruit and ensure effective onboarding of team members
- Retain and attract the required capabilities of the team through effective talent management
- Set and deliver stretching performance objectives
- Undertake annual appraisals with the team
- Undertake regular 1:1 sessions throughout the year to review performance against objectives

## Delivery Lead Schools ICT (Tier 4a)

- Manage and support teams through organisational change

Capability	Descriptor
Management of resources & planning	<ul style="list-style-type: none"><li>• Monitors the service performance framework</li><li>• Effective service design</li></ul>

- Plan, task, deploy and co-ordinate resources to meet changing operational needs as required
- Monitor, plan, and review team outcomes ensuring delivery of personal and team objectives
- Hold regular meetings to inform teams of plans, priorities, budgets and expected outcomes
- Identify the capacity of the delivery team through effective workforce planning.
- Develop and implement integrated working across teams

Capability	Descriptor
Organisational leadership & resilience	<ul style="list-style-type: none"><li>• Deals with performance issues</li><li>• Maintains business continuity</li><li>• Role model of how we work principles</li></ul>

- Maintain business continuity in the event of service disruption
- Effectively addresses performance issues within the team
- Enable the team to work in a high-performance culture
- Act and operate corporately across WCC adopting the one council approach
- Act as a positive role model for WCC's values and behaviours at all times
- Represent the interests of the Council on external bodies and networks

## Delivery Lead Schools ICT (Tier 4a)

### 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

