

## HEAD OF DIGITAL AND TRANSFORMATION

### ROLE PROFILE

#### Role Purpose

Crawley Borough Council is committed to delivering excellent services to its residents.

Working as part of the Council's Corporate Management Team the post holder will have collective responsibility to deliver highly effective and efficient services to customers by managing the Council's digital resources and transformation programme. The role will be responsible for and will lead the Information Technology, Digital Services, Transformation teams and Customer Contact Centre. See [structure chart](#).

Your strategic leadership and organisational effectiveness will lead by example providing visible inspiring leadership and you will have an understanding of change management, commercial approaches and a track record of driving through cultural change and innovation.

#### Accountabilities and impact

- To be accountable and deliver an excellent and customer-focused IT service ensuring that we remain at the forefront of technological developments that drive service improvement and efficiency.
- To champion the Council's Transformation Programme.
- To actively promote a collaborative approach across the organisation focused on achieving corporate priorities and seeking out opportunities for service integration and joined-up working.
- To be an active member of the Corporate Management Team working collaboratively to ensure the Council's priorities are delivered.
- To provide ICT resources to deliver the Council's technology and digital function.
- To coordinate and drive a range of transformation change and projects and initiatives.

### PERSON SPECIFICATION

#### Experience

- Experience of managing transformational programmes and projects, working to time, budget and quality.
- Politically astute.
- Substantial experience of working with a broad range of stakeholders (internal and external).

- Providing professional high quality advice and guidance to Councillors and staff.
- A track record of consistent and demonstrable achievement at a senior level including strategic planning, effective team leadership and delivery of effective change.
- Experience of managing budgets and business planning to drive out efficiency savings.
- Experience of managing teams, motivating, coaching and inspiring staff; building a high performance culture.
- Significant project management experience.

### **Knowledge, abilities and skills**

- Commercial awareness and entrepreneurial knowledge.
- Ability to approach technical issues with a broad view, to identify essential elements and to translate them into working solutions.
- A strong corporate player who will lead, motivate and inspire their teams and build a high performing culture.
- Ability to work effectively across a range of service disciplines and with a range of people.
- Knowledge of the issues facing local government and their impact on service delivery.
- An awareness of customer needs, both internally and externally and the commitment to continually improve the service provided.
- High level of communications skills to persuade and engage audiences and form positive relationships at all levels (internally and externally).
- Knowledge of Digital and technology and change programmes and concepts.

### **Education and qualifications**

- A professional or management qualification or educated to degree level or demonstrable equivalent experience.
- Evidence of continuing professional development, leadership and personal development.

### **Behaviours and qualities**

- Able to demonstrate the Council's management behaviours:
  - Being Brave
  - Showing Emotional Intelligence
  - Making good decisions
  - Being customer focused
  - Being strategic
  - Being a good communicator
- Ensure the Council's values are embedded within the organisation and that employees assume ownership and accountability for their actions.

- A demonstrable commitment to improving customer service and ensuring that the Council meets the diverse needs of the community.
- An appetite for innovation and applying creative thinking.

### **Other conditions**

- This post is politically restricted
- Attendance at some evening and weekend meetings.
- To ensure the service and employees meet the relevant council and statutory requirements including health and safety, equalities, risk management, safeguarding and data protection.
- Take a leading role in the Council's emergency planning and business continuity.