Job Description

Service:	3C ICT
Job title:	Digital Manager
Grade:	I
Hours of work:	Full Time
Responsible to:	Deputy Head of ICT and Digital
Responsible for	
Direct reports:	2 x Digital Team Leaders, 1 x Senior Product Manager. Other Digital Staff as required.
Indirect reports:	8 x Developers, 2-3 x Development contractors
Budget:	Approx. £500k Team Salary budget and Contractors budget

Purpose of Post:

The Digital Manager is accountable for the quality of their service. They adopt a portfolio view ensuring the necessary business processes are followed, managing end-to-end services, which include multiple products and channels.

At this role level, you will:

- operate at scale and provide the connection between multidisciplinary business areas and stakeholders

- ensure the necessary business processes are followed

- participate in the governance of the service, including acting as a point of escalation for the delivery teams

- own the budget and allocate funding to areas of the service based on your decisions about priorities

- communicate the benefits and performance of your service

- be responsible for the successful operation and continuous improvement of the service

Key Responsibilities:

To Manage

- Manage the team responsible for delivering all aspects of web-based projects to all three partner councils, including websites, intranet sites, systems integrations, and mobile apps.

- Provide leadership and direction to the Digital Team, ensuring alignment with the objectives of the three Councils (Cambridge City Council, Huntingdonshire District Council, South Cambridge District Council).

- Oversee the digital team, scaling resources as required by partner councils.

To Advise

- Agree on feasibility, requirements, design, scope, budget, and schedule with project clients for digital projects, including critical integrations between back-office systems, council websites, portals, e-forms, and end-to-end service delivery redesigns.

To Produce

- Support the 3C ICT Management team in achieving its goals and objectives.

Key deliverables:

- Provide technical expertise and guidance to the team in solving complex challenges.

- Foster collaboration with clients and cross-functional teams to ensure seamless integration and customization.

- Demonstrate knowledge of digital development techniques, strategy, and delivery, particularly web and system integration.

- Mentor and develop a skilled team of senior and principal engineers.

- Proficiency in digital development and integration projects using Agile methodologies.

- Experience in developing and maintaining digital systems within a mixture of cloud and on-premise services.

- Manage the team that delivers web and integration projects within the ICT Shared Service, including developing and maintaining the Council's internal web-based software applications and some business application integration.

- Support the delivery of council partners' digital strategies through integrations and developments and influence their procurement of interoperable systems and services.

- Work with project management teams on the delivery of digital improvements.

- Manage the budget for the digital services aspect of ICT Shared Service, including project budgets for each Digital Team project.

- Manage the team that maintains and develops interfaces that push/pull data between different IT systems.

- Ensure team leaders research, set, and maintain compliance with relevant standards for software and web development.

- Manage projects and risks in accordance with established 3C ICT project management processes.

- Report on and manage the performance of the team.

- Monitor and evaluate the performance of Digital team staff, identifying areas for improvement and recognizing exceptional contributions.

- Be a member of relevant boards and working groups on issues connected to web and integration projects.

- Manage the work prioritization process with intelligent clients and stakeholders.

- Develop and implement performance metrics, KPIs, and targets to measure individual and team effectiveness.

- Undertake any other duties commensurate with the role as may be required from time to time.

Knowledge and Qualifications The minimum knowledge required to undertake this role and any qualifications or training essential for the role	• Relevant degree, professional qualification, or membership. • Evidence of continuous professional and personal learning and development. • Agile, Prince 2, APM, or Lean Six Sigma Yellow Belt Practitioner or demonstrable practical experience of at least 5 years in an enterprise environment.
Experience Experience the person would need to do the job	• Experience in managing staff and leading projects. • Successful digital project delivery in a commercial environment. • Utilizing new technologies to improve business efficiency and effectiveness. • Managing major change and continuous improvement activities. • Developing and maintaining effective working relationships internally and with external organizations. • Working in a public sector environment alongside a range of stakeholders, including elected members. • Facilitating negotiation between stakeholders from different organizations. • Managing priorities of respective projects and programs across multiple stakeholders. • High-level and up-to-date technical skills.

	- Excellent understanding of cyber security principles and application. - Good understanding of information management principles in an enterprise environment. - Experience in all aspects of line management, including recruitment, contractor management, and performance management.
Skills and Abilities Specific skills the applicant would need to do the job	- Coach and lead teams in Agile and Lean practices, determining the right approach for the team to take and evaluating this through the life of a project - Think of new and innovative ways of working to achieve the right outcomes - Cct as a recognised expert and advocate for the approaches, continuously reflecting and challenging the team - Clear and concise written and spoken communication skills. - Ability to present written information in a structured and balanced way appropriate to the needs of the reader. - Analytical skills. - Exceptional communication skills and the ability to communicate

	- with both technical and non-technical colleagues and clients throughout all levels of the organization. - Excellent understanding of relevant technologies such as SharePoint, Azure, and Office 365. - Stay abreast of industry trends and advancements in digital systems. - Ability to use a customer-focused approach to service delivery.
Decision Making and Impact on Others What impact the reasons made by the post holder would have on others across the Council/3C ICT	- Sets strategy affecting specific areas of the council/3C ICT. - Makes and communicates clear decisions in a timely manner. - Balances risks and benefits of various options and decisions. - Makes unpopular decisions where necessary. - Takes responsibility for the outcomes and impact of their decisions and those they delegate. - Incorporates a range of views when making decisions. - Considers equality, diversity, and inclusion when making decisions. You can: - give direction on which tools or methods to use - demonstrate experience in meeting the needs of users across a variety of channels - bring insight and expertise in how user needs have changed over

	- time to ensure they're met by the business - apply strategic thinking to provide the best service for the end user
Communication with Internal and External Customers What customers the applicant would be in contact with in the job	- Internal customer contact: 40% - External customer contact: 60%
Personal Attributes and Other Requirements In this section please list any other qualities you are looking for from the applicant	- Be a good team worker demonstrating loyalty and commitment to the organization and team members. - Flexibility in location dependent upon service needs and the requirement to provide cover at all sites. - Follow the values and culture of the organizations we provide services to.
HDC values 	**Example:** The values outlined below reflect our collective positive attitude and how all staff is expected to work together as one team. **Inspiring:** We have genuine pride and passion for public service; doing the best we can for customers. **Collaborative:** We achieve much more by working together, and this allows us to provide the best service for customers. **Accountable:** We take personal responsibility for our work and our decisions, and we deliver on our commitments to customers. **Respectful:** We respect people's differences and are considerate to their needs. **Enterprising**: We use drive and energy to challenge the norm and adapt to changing circumstances. We are always

	ready for challenges and opportunities, and we embrace them.

Safeguarding and promoting the welfare of children and young people/vulnerable adults

Huntingdonshire District Council/3C ICT is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.

- Ability to safeguard and promote the welfare of children and young people/vulnerable adults
- Demonstrates understanding of safeguarding issues
- Appreciates the significance of safeguarding and interprets this accurately for all individual children and young people/vulnerable adults whatever their life circumstances.
- Has a good understanding of the Safeguarding agenda
- Can demonstrate an ability to contribute towards a safe environment
- Is up-to-date with legislation and current events
- Can demonstrate how s/he has promoted 'best practice'
- Shows a personal commitment to safeguarding children