

City of Edinburgh Council job description

Post title	SENIOR MANAGER – DIGITAL TRANSFORMATION
Directorate	CUSTOMER AND DIGITAL SERVICES
Service	DIGITAL SERVICES
Responsible To	SERVICE DIRECTOR – CUSTOMER AND DIGITAL SERVICES AND CHIEF DIGITAL OFFICER
Number of post holders	1

Purpose of job

The Senior Manager for Digital Transformation is responsible for leading and delivering a strategic, organisation-wide digital vision that enables the Council to modernise complex services, improve outcomes for citizen's, colleagues and to operate more efficiently. The role provides leadership across digital, data and technology functions ensuring that innovation is aligned with the Council's priorities and delivers measurable public value.

The Senior Manager for Digital Transformation will play a critical role to drive the adoption of modern technologies to accelerate the Council designs and delivers services, ensuring technology investment delivers measurable public value and supports the Council's long term strategic ambitions.

The what - major tasks and job activities

Summary:

The role drives innovation efficiency and service redesign through the effective use of technology, data and modern delivery practices.

A key responsibility of the postholder is to lead a comprehensive review and ongoing evolution of the Council's Technology delivery model which supports the whole organisation and City. This includes assessing current structures, capabilities, governance and supplier arrangements to ensure they are fit for purpose, scalable and aligned with organisational priorities. The role will establish a future focused delivery model that supports agile, user-centred service design, strengthens in-house capability where appropriate, and ensures value for money. The postholder will recommend and implement improvements to create a resilient future-ready operating model that enhances service quality and accelerates digital change.

This is a senior level post which will provide direct support to Chief Officers and Elected Members and will have lead responsibility for driving and managing Digital Transformation, along with the Technology Model Review and implementation.

The postholder will work collaboratively across services on the future state Technology Model as a priority along with partners, elected members and stakeholders to embed digital ways of working, promote a culture of continuous improvement, and ensure digital transformation is inclusive, secure, and sustainable. They will also provide strategic leadership on emerging technologies, data strategy and digital architecture, ensuring the Council is well positioned to respond to changing demands and opportunities.

In this role you will:

1. Lead and work with external partners, chief officers, elected members and chief executive office to review, assess, provide an options appraisal and implement a future Technology Model for the Council.
2. The Technology Model work will involve, developing strategic objectives and vision for a future technology service; clarifying the Council's business goals driving digital and IT Transformation; ensuring a Target Operating Model (TOM) is aligned with the Council's business plan / future ambitions; assessing the current IT operating model; reviewing current roles, responsibilities and governance structure; outlining strengths, weaknesses and gaps in current capabilities; determining which technology functions are critical to business differentiation, innovation and risk; defining TOM for in-house structure and leading commercial negotiations with suppliers.
3. Lead a of team of project, programme, and change professionals as well as specialist staff to effectively deliver complex digital change programme and project across the whole organisation providing clear direction, guidance and support.
4. Provide support and assurance directly to the Chief Executive, Corporate Director and Service Directors as Senior Responsible Officers on complex change and transformation programmes on aspects of the development, delivery and transformational change.
5. Development and delivery of change, transformation and continuous improvement ensuring that ambitious and strategic change is planned and delivered in line with our strategic vision and objectives.
6. Manage the development and implementation of transformation programmes, ensuring successful delivery of a range of major high profile and often politically sensitive projects and programmes.
7. Lead, manage and mitigate programme risk, ensuring that key dependencies and interfaces are effectively managed.
8. Manage cost, time and quality in relation to project and programme delivery.
9. Manage a range of complex and often competing stakeholder groups, ensuring successful relationships are built and maintained and that co-production approaches are at the heart of transformational change.
10. Identify opportunities for continuous improvement and demonstrate effective management of change within a complex internal and external political environment.
11. Prepare the content of reports, plans, briefings and presentations for committee meetings, partner and senior officers, trade unions and other key stakeholders.

12. Lead on the development of communications and engagement plans to support the delivery of transformational change and technology model.
13. Engage and support the Corporate Leadership team and key stakeholders in relation to key strategies, initiatives and programmes across the organisation to help deliver the Council's strategic priorities.

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- A postgraduate level or equivalent senior experience.
- An additional project or programme management qualification or equivalent experience.
- Significant leadership experience and ability to set clear direction, manage complex programmes and motivate and engage staff.
- Experience in delivering programmes and projects in a complex environment and a firm understanding of governance principles with a proven track record of delivery.
- A creative and innovative thinking with the ability to develop change proposals in a strategic context.
- Confidence and experience with managing complex data and information and analysing and utilising this to make sound knowledge based decisions.
- Excellent communication and team building skills, which inspire people to be at their best.
- The ability to build, develop and manage excellent stakeholder relationships at all levels, internally and externally, with a natural ability to influence and negotiate in order to deliver agreed strategic outcomes.
- The ability to provide advice, recommendations and proposals to Chief Officials, Elected Members and partner agencies relating to transformational change.

Environment - work demands, physical demands, working conditions, work context

- Expected to manage your own time and that of the team, to meet tight and shifting deadlines and deliver outcomes to agreed quality standards.
- Although you may be exposed to some physical demands these will be predominantly within the range of normal office-based activities.
- Although you will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Supervision and management of people

- You will be responsible for the leadership and management of a team of 4 fixed term project, programme and change professional and specialist staff (grade 9 and grade 8) ensuring clear goals and objectives are achieved.
- —Dependant on the volume of projects on the go at any one time, staffing responsibility will range from 4 fte to 30 fte. Some of these resources will be seconded in from service areas to delivery digital programs.

- You will be responsible for leading programmes involving seconded individuals from finance, legal, risk, IGU, commercial, change, and third party partners involved in each programme.
- In addition, you will be responsible for additional fixed term resource assigned to specific projects, programmes and change initiatives.

Resources the job holder will be responsible for

- Supporting the delivery of the organisational Technology Model Review
- Supporting delivery of transformation and operational change programme budgets.
- Managing the budget for each programme of works along with the professional development network supporting council wide improved change management skills, practice and governance. This will be dependent on the number of programmes on the go at any one time but will range between £5m to £30m
- Developing business cases for additional transformation investment.
- Shared responsibility for the security and maintenance of council wide information systems.

Additional information - health and safety (DO NOT AMEND THIS SECTION)

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager;
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).