

Job Description

Job title:	Assistant Director - Digital
Work level:	ICT5 ref 1
Grade:	SMG1
Division:	Resident Experience & Digital
Reports to:	Director of Residents' Experience & Digital
Responsible for:	Up to 3 direct reports

Context and Purpose

Lambeth Council is constantly evolving as it modernises and improves its effectiveness and access to services through a resident-centred approach, enabled by better use of information and technology and achieving greater digital maturity. Council ambitious digital agenda will require new approaches to delivery, and a new approach to understanding resident needs and solving the most complex problems we face.

Working to the Director of Residents' Experience & Digital, and alongside both Assistant Director Technology and Assistant Director Resident Experience as well as Strategic Director for Finance and Investment, you will take a design-led approach, and work in an agile way to deliver the council's Digital Strategy through the existing programmes, horizon scanning and external partners collaboration.

The traditional IT team is moving towards a technology function that works alongside digital and resident experience functions with a focus on enabling human centred change across Lambeth. You will lead and assist the creation of an excellent Digital & Delivery function. Its purpose is to work alongside services, transforming them to better meet user needs with the help of modern practices, technology, data and insight and ways of working, ensuring that digital roadmap is a strategic delivery driver.

As the AD Digital, you will be responsible for developing senior relationships to: influence and drive the delivery of new and innovative services and technology, ensure Digital Lambeth strategy and programme benefits are optimised, to create and embed the data strategy into ways of working, to join up digital initiatives to leverage technology and value for money and enable us to revolutionise the way Lambeth deliver services to our community. Working alongside a network of partnerships, existing and new ones, the post holder will build on organisations existing digital platforms and collaboratively seek to implement new ones.

The Role

This is a new role in Lambeth, created to push forward Lambeth's change agenda. As such you will be responsible for educating and demonstrating agile delivery, cultural change, user-centred methodologies and new technologies. You will lead the establishment and growth of this function. Acting as the interface with leadership and services, you will have ownership of the digital team's delivery calendar and Lambeth's digital transformation roadmap. You will champion and co-ordinate the approach and delivery of innovation opportunities across the Council.

You will be adept at delivering complex digital projects and programmes. You will have excellent communication, interpersonal, and analytical skills, including the ability to present design concepts clearly and persuasively to colleagues, partners, and especially to other senior stakeholders.

Experience

- 1.1 Evidence of managing a professional, user-centric service to respond proactively and positively to current, new and emerging requirements and needs
- 1.2 Proven user focused leadership across operational and technical teams to develop product strategy, use cases, and high-level requirements that ensure alignment across Lambeth Council's strategic priorities
- 1.3 Demonstrable experience of appropriate design and delivery methodologies, tools and best practice, including GDS standards where appropriate
- 1.4 Evidence of improving, managing, monitoring and advocating a digital transformation programme alongside other senior leaders
- 1.5 Track record of successfully implementing projects using agile methodologies, whilst managing within a wider waterfall context
- 1.6 Experience of training, educating and demonstrating agile ways of working in new teams or functions
- 1.7 Demonstrable ability to effectively manage and mitigate risks across a range of projects, products and programmes and the capability to assure the stakeholders whilst progressing delivery
- 1.8 Able to provide examples of negotiating, influencing or setting budgets in complex environments
- 1.9 Strong understanding of digital technologies and how these can transform complex services
- 1.10 Verified ability to provide leadership to agile business analysts and develop strategies and solutions of high business value
- 1.11 Proven record of advising senior leaders across organisations regarding how different delivery methods and techniques can improve the experience for users whilst achieving business goals
- 1.12 Demonstrable experience in building successful delivery teams, understanding team styles and how people work together both internally and externally with communities and partners
- 1.13 Clear, working examples of a continuous approach to planning, forecasting, estimating, managing uncertainty, metrics and measurements, contingency planning and road mapping

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Criteria	Description
Experience	<p>Proven managerial experience of multi-disciplinary teams.</p> <p>Proven experience in agile delivery and digital transformation, including an understanding of user-centred design.</p> <p>Leading and delivering large-scale transformation.</p> <p>Strong stakeholder management at all levels with internal and external partners with proven experience of developing strong relationships across organisational boundaries.</p>
Qualification	Educated to degree level or holds an equivalent professional qualification
Knowledge	<p>Excellent leadership and interpersonal skills including mentoring, coaching, collaborating, and motivating teams.</p> <p>Strong analytical, planning, and organizational skills with an ability to manage competing demands.</p> <p>Knowledge and understanding of business needs with the ability to establish/maintain high level of customer trust and confidence.</p> <p>Solid understanding of and demonstrated experience in agile project management tools and experience interacting with both operational and IT individuals at all levels including the executive level.</p> <p>Creative approach to problem-solving.</p> <p>Demonstrate the ability to formulate strategy and communicate to a range of stakeholders to support and align across organisation priorities.</p> <p>Able to identify innovative ways to unblock issues.</p> <p>Excellent understanding of the GDS Service Standards and Technology Code of Practice.</p>

<p>Focuses on Citizens: Level 4</p> <p>Systematically embeds a citizen focused culture</p> <ul style="list-style-type: none"> ● Ensures that employees and delivery partners keep citizen needs at the forefront of what they do e.g. through the use of performance management processes ● Acts as a role model for engaging and empowering citizens
<p>Takes Ownership: Level 3</p> <p>Drives continual improvement</p> <ul style="list-style-type: none"> ● Constantly thinks 'how could we do this better?' e.g. doing something faster, more efficiently or to a higher standard. ● Takes calculated risks to deliver better outcomes for service users ● Shares lessons learned across the Borough
<p>Works Collaboratively: Level 3</p> <p>Builds partnerships and relationships internally and externally</p> <ul style="list-style-type: none"> ● Takes the time to get to know others and their perspective ● Manages relationships and partnerships for the long term – sharing information, building trust, constructively and openly tackling conflict and finding win/win solutions ● Sets priorities and makes choices based on the wider needs of the Borough or the community and not just own service area
<p>Integrity: Level 4</p> <p>Takes a stand</p> <ul style="list-style-type: none"> ● Acts on their values even when under pressure to do otherwise ● Challenges powerful individuals or groups to act on their stated values ● Goes out on a limb to defend what they believe in
<p>Committed to the Borough: Level 2</p> <p>Supports the Borough</p> <ul style="list-style-type: none"> ● Takes action in own service area to support the vision and goals of the Cooperative Council ● Gets involved in organisation-wide activities and activities not directly related to own service area
<p>Manages Performance for Outcomes: Level 4</p> <p>Creates a culture of accountability</p> <ul style="list-style-type: none"> ● Constructively challenges peers, partners, members and senior leaders to deliver agreed results and/or model the agreed values and behaviours ● Is prepared to take appropriate action to address performance problems e.g. removing a service contract from a provider
<p>Leads and Engages: Level 2</p> <p>Builds team commitment and engagement</p>

- Is approachable, empathetic and supportive, helping people to solve problems, address issues or adapt to change
- Asks for team/individual input into solving problems and consults them on issues that impact on them
- Supports and encourages new ideas

Thinks Strategically and Creates Clarity: Level 4

Creates new ways of working for the future

- Draws new insights from complex, multi-faceted data to fundamentally re-define how things are done
- Creates innovative new approaches that illustrate an understanding of the 'system wide picture', anticipate future issues and positively challenge current thinking