

ICT Account Manager

Grade 11

About the Service

Staffordshire ICT defines and delivers an ICT strategy that is directed by the ambitions of the County Councils Strategic Plan and in year Business Plans.

The ICT strategy defines how Staffordshire County Council will exploit to best effect its use of Information and Communication technology with particular emphasis on how “Digital Transformation” can enable the Council to deliver services in a fundamentally different way that radically transforms Citizen Interactions and the delivery of services in a digital era.

Such transformational change embracing cloud computing, mobile working and Information sharing requires strong leadership to understand and remodel cross organisational service delivery focussing on the whole system and designing this from a citizen perspective. Inevitably such change calls for complex change management and negotiation skills to ensure successful and integrated delivery across public sector partners and private sector supplier organisations.

Whilst the role of ICT in digital transformation is critical to long term organisational success and sustainability, the ICT function must also ensure that its delivery of the core ICT service is efficient, secure and reliable as the impact of technological or cyber security related failure is catastrophic to the productivity of the organisation. Robust management of ICT services and in particular the effectiveness of Cyber Security defences is paramount to the effective delivery of the Council’s legislative responsibilities.

ICT Governance, Change and Assurance

The ICT Governance, Change and Assurance function is the functional area of Staffordshire ICT that manages amongst other things the Governance and Assurance of technology related change. This embraces the development of Business Cases that define the mandate for change, the Business Analysis of “as is” and “to be” processes to determine the implications of change and identify

“what needs to be done” both at a technology and a Business Process level to fully exploit technological improvements by improving efficiency, driving down costs, improving customer service or whatever else the mandate seeks to achieve.

The Programme and Portfolio Management function is responsible for the delivery of agreed Programmes and Projects and ultimately the successful delivery of ICT related changes to realise Business or ICT related benefits within agreed budgets and timescales.

The unit is also responsible for monitoring and assuring ICT contracts and ICT assets ensuring that contracts are legally compliant, high performing and that contract end date notifications allow Business Engagement and Technical managers adequate opportunity to review and potentially change existing ICT provision which can take several years when aligned to Business transformation or significant technological change.

The unit also Independently assures Operational ICT change to avoid potential adverse impacts of ICT related change and provides management reporting around internal Service Level performance as well as external supplier performance.

About the Role

- This post will work across SCC and the ICT community and will include both Partnership working and working with 3rd party suppliers.
- The post holder will manage relationships and act as a Business partner to Senior SCC and wider partner stakeholders. This will involve the determination of their future ICT requirements to ensure that these are aligned to and help shape the ICT Strategy and to assist Senior colleagues to build Business Cases where strategic change demand changes to or investment in ICT services.
- The post holder will work with suppliers to understand future roadmaps whilst also collating insight into products, services and solutions that may be useful in helping to shape Business strategy and improvements moving forwards.
- The post holder will act as the primary point of contact around the operational delivery of ICT services providing visibility of current performance levels against agreed Service Level Agreements and act as the primary point of escalation where services fall short of requirements.

- The post holder will understand the criticality of ICT to the Business and as part of regular engagement work with them to ensure that ICT Disaster Recovery capabilities are aligned to Business Continuity plans around events such as a Cyber Security compromise or other similar event affecting the delivery of ICT services.

Reporting Relationships

Responsible to: ICT Governance, Change and Assurance Manager

Responsible for: N/A

Key Accountabilities:

1. Manage, build relationships and act as the ICT Partner to key stakeholders within SCC and Partner organisations to support the effective delivery of existing ICT services and technology enabled change. This will be achieved through a thorough understanding of the Business function, understanding the use of and reliance on technology, how it is used now and how this can be improved in future through technology enabled transformation.
2. Deliver the strategic level liaison role between defined Business areas and SICT, ensuring that the dependency on ICT for the provision of effective service delivery is fully recognised, appropriately supported and where appropriate improved.
3. Ensure that Business stakeholders contribute to the ongoing development of the ICT Strategy and actively promote the adoption of the ICT strategy within their relevant Business area.
4. Maintain a high level of understanding of the current and future technology solutions available to inform discussions with key Business stakeholders, ensuring that these are appropriately identified and communicated in a relevant non-technical manner.
5. Ensure that current ICT services are clearly understood and raise awareness of the role that ICT performs in the delivery of Business services including the role of ICT in Business Continuity Planning linked to ICT Disaster Recovery planning.

6. Support Business leads to develop Business Cases for transformational change where this includes ICT and/or Digital transformation. Ensure that Business changes are aligned to the ICT strategy and stakeholders are fully sighted on the costs, timescales and risks associated with delivery and assist in the building of the wider benefits case to justify the associated investment.
7. Engagement with ICT leads to validate that Business Cases for delivery of change are realistic, achievable, consider appropriate costs and timescales, resource commitments and that they are aligned to the ICT Strategy and Technical standards.
8. Engage regularly with key Business stakeholders to review ongoing requirements and satisfaction with the ICT service. To include, as a minimum, an annual performance management review with the opportunity to suggest potential improvements or changes to existing ICT services.
9. Act as the primary point of contact where ICT service delivery fails to meet the standards expected by Business stakeholders and manage and co-ordinate resolution/recovery or improvement activities with SICT to improve or eradicate the failures.
10. Proactively manage IT contracts within their defined business areas. Act as the ICT lead on procurement activities supporting business areas throughout the entire process ensuring that contracts remain compliant, changes are reflected in contract terms and that opportunities to reduce cost and/or improve services are considered.
11. Implement Steering Groups and User Groups for Core / major systems to provide an effective decision-making process for future development and change.

ICT responsibilities – SFIA Framework (Level 5 role)

Person Specification

Qualifications/Professional membership

- Educated to degree level or equivalent or equivalent experience

Knowledge and Experience

- Substantial and proven ICT knowledge and experience relevant to the role, with a proven technical background, evidencing solid knowledge and understanding of current and future technologies and solutions
- Sound Business understanding with the ability to translate complex business need into technology solutions that support the implementation of the Councils strategic goals
- Ability to network effectively across a diverse customer base, developing and maintaining good working relationships at all levels across the authority and other organisations, specifically with senior officers and key stakeholders
- Significant project management experience, with the ability to facilitate and act as an advocate for Transformational change involving technology
- Adept at supplier management and negotiation in relation to technology contracts and services.

Skills

- Highly adept at building good working relationships with a proven ability to successfully motivate and empower self and others to deliver agreed customer focused objectives
- Strong influencing and diplomacy skills with proven negotiation skills and an ability to convince
- Strategic thinker able to practically deliver with effective written, oral and presentational communications skills for any audience delivering to high quality outcomes

- Highly motivated self starter delivering high standard of work, committed to customer focused delivery and high quality outcomes
- Professional flexible approach, with a drive to succeed, demonstrating a positive 'Can do' attitude
- Ability to deal with a range of issues and conflicting demands and work to tight deadlines keeping calm under pressure. Where necessary willingness to work flexible / additional hours when required to meet demand

This post is designated as a Casual Car user

The content of this Job Description and Person Specification will be reviewed on a regular basis.