

## Head of Change and Digital Grade 15

### **Our Vision**

An innovative, ambitious and sustainable county, where everyone has the opportunity to prosper, be healthy and happy.

### **Our Outcomes**

We want everyone in Staffordshire to:

- Have access to more good jobs and share the benefit of economic growth
- Live in thriving and sustainable communities
- Be healthier and more independent for longer

### **Our Values**

Our People Strategy sets out what we all need to do to make Staffordshire County Council a great place to work, where people are supported to develop, flourish and contribute to our ambitious plans. Our values are at the heart of the Strategy to ensure that the focus is on what is important to the organisation and the people it serves:

- Ambitious – We are ambitious for our communities and the people of Staffordshire
- Courageous – We recognise our challenges and are prepared to make courageous decisions
- Empowering – We empower and support our people by giving them the opportunity to do their jobs well.

### **About the Service**

The Change and Digital Team act as centre of excellence to support the delivery of our innovative change and digital programme. The programme will deliver positive outcomes for the communities and residents of Staffordshire, working in partnership with all public sector organisations across the County.

As a vital component of our organisation the change and digital team is at the forefront of driving change and digital innovation and online excellence. Tasked with crafting and optimising digital utilisation by applying change tools and techniques, the team collaborates with partners and stakeholders from across the whole organisation to design and implement cutting edge solutions.

### **About the Role**

The Head of Change and Digital will be accountable for developing and implementing the council's approach to change and digital transformation to ensure it is on the forefront of innovation. It will lead the way to ensure citizens are encouraged and enabled to live happy and healthy lives achieving their full potential living within supportive and connected communities.

You will take a lead role in influencing senior leadership, members, partners and all relevant stakeholders to achieve potential efficiencies, maximising digital solutions where possible and significantly contributing to the councils Medium Term Financial Strategy (MTFS).

On behalf of Staffordshire County Councils (SCC) CEO and cabinet, you will take a lead role in developing a dynamic organisation wide improvement plan and programme of work that delivers the councils strategic plan and CEO priorities.

With a focus on fostering a culture of innovation you will lead and develop talented team's that work with cross functional departments to realise maximum efficiency and benefit realisation.

### **Reporting Relationships**

**Responsible to:** Assistant Director for Strategy and Transformation

**Responsible for:** Programme Lead for Staffordshire Centre for Data Analytics, Change Programme Lead and Senior Digital Manager.

**Key Accountabilities:**

- 1.** Develop and lead a strong and coherent change and digital strategy and approach to deliver a transformed council over the next five years in support of SLT and cabinet's vision for the future.
- 2.** Be a lead and positive advocate for Staffordshire locally, nationally and internationally, seeking to ensure Staffordshire is a market leading organisation on digital innovation.
- 3.** Create and maintain effective relationships with public, private and third sector organisations, ensuring such relationships are focussed on mutually beneficial arrangements to deliver the council's strategic priority outcomes.
- 4.** Contribute to the corporate leadership of the council in the development of strategies, policies, practices and services which meet these organisations' priorities.
- 5.** Lead and develop a highly skilled team of change and digital professionals, creating high performing teams that inspires change and a digital focus across the organisation.
- 6.** Act as a role model that inspires and recognises innovation, customer-focus, personal responsibility, effective delivery at pace and passionate commitment to citizens and their needs across Staffordshire.
- 7.** Transform the way residents access services across Staffordshire ensuring services are more digitally accessible in line with our customer and digital strategy.
- 8.** Work to, and with, Chief Executives of SCC and other organisations across Staffordshire to deliver pan-Staffordshire priorities for digital innovation and the Staffordshire Centre for Data Analytics over the next 5 years and beyond.
- 9.** Identify, translate and deliver transformational changes to the way front line services are delivered using digital technologies,

process re-engineering and organisational change management skills

- 10.** Provide strategic influence to gain investment in digital technologies and services. Including the identification of opportunities for cost reductions across the wider organisation through the more effective utilisation of technology and services, significantly contributing to the organisations MTFS over the next 5 -10 years.
- 11.** Lead digital transformation initiatives to drive innovation and improve operational efficiency across the organisation.
- 12.** Work with the senior leadership team and cabinet members to support the development of the councils delivery plan ensuring political priorities are in line with our strategic plan.
- 13.** Collaborate with cross-functional teams to align digital initiatives with business objectives and drive organisational change.
- 14.** Ensure the council has a dynamic and responsive approach to change and digital transformation that focuses on people and cultural change and that appropriate change and programme management approaches are enhanced through effective digital solutions.
- 15.** Lead the identification and thorough evaluation of emerging digital /change trends and technologies to enhance the organisation's edge.

### **Other Information**

This post attracts a car user allowance of £4,395 per annum

This is a Politically Restricted Post under the Local Government and Housing Act 1989 and subsequent amendments introduced by the Local Democracy, Economic Development and Construction Act 2009.

**Professional Accountabilities:**

The post holder is required to contribute to the achievement of the Council objectives through:

**Financial Management**

Personal accountability for delivering services efficiently, effectively, within budget and to implement any approved savings and investment allocated to the service.

**People Management**

Engaging with People Management policies and processes

**Equalities**

Ensuring that all work is completed with a commitment to equality and anti-discriminatory practice, as a minimum to standards required by legislation.

**Environment**

Deliver a reduction in the Councils' environmental impact through a proactive focus on key priorities to support the economy, nature and communities.

**Health and Safety**

Ensuring a work environment that protects people's health and safety and that promotes welfare, and which is in accordance with the Council's Health & Safety policy.

**Safeguarding**

Commitment to safeguarding and promoting the welfare of vulnerable groups.

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

**Person Specification**

A = Assessed at Application

I = Assessed at Interview

T = Assessed through Test

Minimum Criteria for Disability Confident Scheme *	Criteria	Measured by
 	<p><b>Qualifications/Professional membership</b></p> <p>Level Seven Postgraduate or vocational qualification in Management or a relevant specialism, or equivalent by experience.</p> <p>Relevant professional degree or equivalent by experience</p>	<p>A</p> <p>A</p>
  	<p><b>Knowledge and Experience</b></p> <p>Proven and demonstrable experience of successfully leading and managing multiple large multi-disciplinary teams.</p> <p>Significant experience of leading digital transformation focused on innovation, engaging audiences, best practice and efficiency.</p> <p>Significant leadership and management experience and the ability to lead and drive culture change and transformation.</p> <p>Extensive experience of leading and managing large, transformational and complex change within a complex environment.</p> <p>Significant experience of applying business design, programme and project management principles to deliver change and digital transformation effectively.</p> <p>A demonstrable understanding of the political context of service delivery and its challenges in the public sector ensuring effective support to Elected Members.</p> <p>Substantial experience of creating and maintaining effective and influential networks that work collaboratively to shape and deliver better outcomes for residents.</p> <p>A demonstrable understanding of latest change management thinking and techniques and the ability to translate and embed across the organisation.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>

	<p>Up to date knowledge of how to apply latest digital technology trends in business and organisational settings.</p> <p>Experience of developing, managing and leading the development of strategy and programmes for continuous digital delivery and service improvement including contributing to an organisations MTFS.</p> <p>Experience of leading and implementing programmes and transforming services to deliver better outcomes and services.</p> <p>A detailed understanding and grasp of the public sector reform agenda and a track record of shaping and implementing local strategies and solutions.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>
	<p><b>Skills</b></p> <p>Skilled at influencing and negotiating at the highest levels to deliver change, improvement and financial benefits.</p> <p>Values led leadership style that inspires and motivates.</p> <p>A team player with a strong can-do attitude with a focus on delivery.</p> <p>Passionate about reforming public services and the strategic role of local government in enabling people to achieve their full potential.</p> <p>Able to represent the organisation externally, regionally, nationally and internationally by leading and developing links with external organisations such as partners, professional bodies, voluntary sector, local and national government bodies.</p> <p>Highly developed inter-personal skills and a strong values led and collaborative management style that inspires and builds trust in the team and with wider stakeholders.</p> <p>Able to influence a significant direct and indirect budget/spend, demonstrating understanding of the key drivers of financial management and oversight.</p>	<p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p> <p>A/I</p>



\*If a disabled person meets the criteria indicated by the Disability Confident scheme symbol and provides evidence of this on their application form, they will be guaranteed an interview. This scheme will also apply to Care Leavers and Armed Forces/Veterans.

We are proud to display the Disability Confidence Symbol, which is a recognition given by Job Centre Plus to employers who agree to meet specific requirements regarding the recruitment, employment, retention, and career development of disabled people.

If you need a copy of this information in large print, braille, another language on cassette or disc, please ask us by contacting  
Talent & Resourcing Team 01785 278300