

JOB DESCRIPTION & PERSON SPECIFICATION

JOB TITLE: Director of Digital, IT and Customer Services

REPORTS TO: Deputy Chief Executive Officer

SALARY: Level G2

HOURS: 37 per week

PURPOSE OF POST

The Deputy Chief Executive Officer's directorate is responsible for ensuring the ICO's resources and core infrastructure remain fit for purpose and ready for the future. This means our finances, our technology, our people, our accommodation, our customer services, our communications and our risk and governance activities.

The functions in the directorate work collaboratively to provide value for money services which are focused on enabling the ICO to be the best it can be. Priorities, plans and actions are all informed by the risks and opportunities faced by the ICO.

Reporting to, and supporting, the Deputy Chief Executive Officer, the Director of Digital, IT and Customer Services provides strategic leadership to the departments which provide digital / IT services and architecture within the organisation, and customer services to the public which include both human and digital interfaces.

Providing senior level support and leadership, the post holder directs the activities of the multiple departments within their directorate to achieve the ICO's strategic objectives, and seeks opportunities to achieve synergies which enhance productivity and the quality of public services.

As a member of the ICO's Senior Leadership Team, this post supports and collaborates closely with other senior leaders to ensure the ICO is run, managed and governed in line with our corporate vision and values, and adheres to the obligations placed on the organisation as an eminent regulator and service provider.

KEY RESPONSIBILITIES

- Provide strategic leadership to departments which have responsibility for; Digital and IT Services; Digital and IT Architecture; Cyber Security; and Customer Services.

- Ensure that the ICO has sufficient cyber security measures in place which protect organisational systems and minimise vulnerability to external threats in line with industry standards and as expected of the UK's information rights regulator.
- Oversee digital development and system architecture to provide the organisation with systems which are efficient, secure and maximise business benefits.
- Ensure that ICO customers are provided with services which anticipate and respond to their needs, are accessible and reflect best practice in the regulatory sector.
- Work with department heads within the directorate to create long and short term strategic business plans and budgets, ensuring that they are joined up across the directorate and contribute to the achievement of the ICO's goals by making the relevant connections to other operational areas.
- Maximise resource efficiency across the departments in the directorate and deliver value for money. This will involve the continual review of activities and their contribution to the ICO's strategic priorities, and deciding when change is necessary to re-align activity to meet the ICO's objectives.
- Take responsibility and be accountable for achieving the ICO's strategic priorities, translating these into clear and deliverable objectives for the departments within the directorate and providing the energy and drive to achieve them.
- Manage strategic relationships, both within and external to the ICO, in particular negotiating and influencing others to achieve desired outcomes.
- Make effective, confident and timely decisions, involving relevant Heads of Department, technical experts and consulting others where needed, articulating options and making recommendations for preferred courses of action.
- Provide advice and support to Heads of Department in the directorate, providing challenge and technical input where appropriate.
- Lead and inspire teams across multiple disciplines, communicating effectively to achieve staff engagement and being a visible and credible leader.

- Promote team working, knowledge sharing and resource co-ordination across directorate functions, working with other senior leaders to achieve these outcomes more widely across the ICO.
- Champion the development of staff, creating an inclusive environment which values diversity, encourages learning and development and identifies and acts where capabilities need to be improved.
- Identify and implement best ways of working to achieve maximum effectiveness and equality of access to our services through benchmarking good practice, listening to staff and consulting service users.
- Use initiative, be innovative and seek opportunities for strategic change to deliver world class services. Seek, encourage and recognise ideas and have the courage to take risks and change how things are done, challenging the status quo appropriately where required.
- Represent ICO and its values effectively at senior level in engagements and presentations nationally and internationally for the Commissioner.
- Undertake corporate responsibilities as a senior manager such as leading or participating in steering groups and committees, and leading or chairing internal investigations or panels.
- Support, and where necessary deputise for, the Deputy Chief Executive Officer, maintaining a strong insight and understanding of the work of other directorates in your area, collaborating and supporting senior colleagues effectively.

PERSON SPECIFICATION

	Criteria	How Assessed
Education and Qualifications	Degree or work experience demonstrating graduate level ability Professional qualifications are desirable	Application form/certificates

Work Experience	Substantial experience relevant to the role, including experience of leading people managers.	Application form / Interview
	Experience of leading significant change projects from concept to sign off. With strong governance across projects, change and transformation.	Application form / Interview
	Experience of engaging and negotiating with senior external stakeholders.	Application form/ interview
	Experience of service delivery ideally in a regulated or wider public sector environment.	Interview
	Experience of the management and deployment of resources, including budgets.	Interview
	Substantial experience related to the delivery of services in digital, IT and customer facing disciplines.	Application form/ interview
	Experience of a secure cloud based service, IT governance and cyber security.	Application form/ interview
Knowledge, skills and ability.	Excellent analytical skills.	Interview / test
	Experience of interpreting and	Interview

	<p>applying complex legislation with particular emphasis on the legal framework required to support effective regulation</p> <p>Knowledge of the regulatory environment and the public sector generally, including the democratic, political and organisational framework</p> <p>Excellent written and verbal communication, negotiation and presentation skills</p> <p>Personally Effective – excellent organisational skills, ability to prioritise and delegate</p> <p>Ability to seek out, manage and influence opportunities for continuous improvement and change</p> <p>Experience of analysing complex operational / statistical information and producing accurate / intelligent forecasts and plans</p>	<p>Application form / Interview</p> <p>Application form/ Interview / Presentation</p> <p>Application form / Interview</p> <p>Interview</p> <p>Application form/ interview/ test</p>
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Please note that post holders for this role will be required to receive security clearance to SC level. This requires the disclosure of spent and unspent convictions. Although convictions will be taken into account, any such information will not necessarily prevent you from obtaining a security clearance.