

Job Description

Director of IT & Programmes

Role Profile	Leadership Grade
Service/Team	Corporate Services Leadership Team
Reports to	Chief Executive
Responsible for	5
Number of posts	1

My job improves the quality of life for the people of Bournemouth, Christchurch & Poole Council by...

Providing strategic and organisational leadership to ensure that the council has a highly effective IT & Programmes service, which is aligned and supports the council's objectives, values and behaviours.

Strategic Vision

As a member of the Resources senior leadership and corporate services Directors' strategy team, this role will lead with initiative and decisiveness to continually improve the IT & Programmes services so that customers receive high quality service and the council's objectives, priorities and values are met.

Ensure that BCP's IT strategies support transformation and innovation which meets both the aspirations of the council and the regional and national requirements.

Recommend strategies, policies and procedures in all aspects of IT & Programmes to meet the council's objectives, purpose and customer needs within the relevant statutory requirements and responsibilities.

Key Responsibilities

To lead and manage the following functions:

- **IT Infrastructure**
 - **Project Management Office, Governance & Compliance**
 - **Modern Office**
 - **Data & Analytics (inc. GIS)**
 - **System Development, Integration & Websites**
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- Accountable for the programmes delivering the IT strategy, assuring key outcomes for customers, managing dependencies, budget and benefits tracking, communications and engagement, strategic IT framework specification, development and compliance.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.

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- Demonstrate the contribution that technology, data & insight can make to council's objectives, defining strategy, validating business needs, taking into account the opportunities afforded by technology developments coupled with the implications of transformational change on services and all stakeholders.
- As SIRO, oversee the development and management of the information risk strategy allowing data assets to be maximised and risks mitigated.
- Ensure that the IT technical infrastructure, software, applications and IT services are resilient and accessible to users.
- Oversee the procurement of all IT products, licences and services, establishing commercial partnerships and external services where they can add value, resilience and agility to services.
- To ensure that appropriate Disaster Recovery arrangements are in place to minimise disruption to key systems are in place to minimise loss of services.
- Promote a strong customer focused ethos within the council, supported by appropriate systems and infrastructure.
- To develop and manage project management and change framework to ensure consistently high-quality delivery of project and change outcomes.
- Oversee all aspects of information security, protocol, compliance and governance with regards the IT service and assets.
- Establish meaningful departmental measures that ensure the continual improvement of the service in alignment with the corporate direction, priorities and values.
- Manage the IT & Programmes budget in an efficient way; comply with the council's standing orders and guidance and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and GDPR Regulations.
- Be responsible for the recruitment, management, development, wellbeing, of staff in the service to enable high standards of performance and customer service and ensure that appropriate workforce planning and performance management is in place to enable effective service delivery.
- To set the culture within IT & Programmes and ensure that the organisation's behaviours are embedded.

Specific Qualifications & Experience

- Prince 2 qualification (or other project methodology) and ITIL Service Management or equivalent experience.
- Successful and proven track record of leading and managing a strategic and high performing IT & Programmes function, resulting in genuine enhancements in the management of systems and services.
- Experience of leading and delivering large and complex change projects and initiatives with wide ranging impact and potential reputational risk to the council, to time and budget, with clear consideration of the IT, data, change and licencing implications.
- Evidence of significant political and commercial acumen, designing, developing and delivering IT & Programmes operating models that meet organisational needs.
- Demonstrable evidence of the ability to work effectively in a complex political environment and establish positive relationships with Councillors.
- Successful experience of maximising IT, data and effective change potential across an organisation.
- Substantial knowledge of local and national IT, data and change issues.

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Personal Qualities & Attributes

- Ability to rapidly establish personal and professional authority.
- High level of resilience with strong influencing and interpersonal skills.
- Authentic with ability to build rapport and influence strategic decision makers.

Corporate Leadership

- Make a positive contribution as a member of the director strategy group, participating in strategic discussions and contributing to the development of the overall strategy for the council which ensures that intended outcomes for the communities of Bournemouth, Christchurch and Poole are achieved.
- Set a strategic focus across the council and its partners on delivering a range of effective customer experience, including digital, to all residents of Bournemouth, Christchurch and Poole.
- Participate in director leadership development and team building and develop appropriate succession capacity for manager, services and self.
- Work collaboratively with colleagues across the council to develop corporate approaches to service delivery which add value to the residents of Bournemouth, Christchurch and Poole.
- Embody and demonstrate the corporate values and ensure that the corporate vision, values and behaviours are communicated clearly, understood and delivered by all employees.

Managing, Leading and Developing Others

- Act as a strategic leader building strong visible and collective leadership between Cabinet, senior officers and partners which builds a culture of high performance, inspires people and supports the delivery of BCP objectives which meets the needs of Bournemouth, Christchurch and Poole communities.
- Provide inspirational leadership and management to engage diverse teams to deliver best practice.
- Cultivate talent by embedding effective succession planning as part of an integral strategic planning process connecting to the longer-term goals and objectives of the council.
- Support the overall management of the service that promotes equality of opportunity and collaborative work within staff teams, ensuring that staff are aware of the requirement to deliver a fair and non-discriminatory service.
- Seek and develop strategic external partnerships to achieve the positive outcomes for the council and local residents.

Innovation and Problem-Solving

- Lead and support initiatives or projects to facilitate transformational change, drive and sustain performance and deliver continuous cost and service improvements in support of a digital collaborative commercial approach.
- Take advantage of challenge, pressure and opportunity to transform the efficiency and effectiveness of service delivery and embed an adaptive culture in an environment that needs to make effective use of limited resources.
- When faced with challenge or resistance, make evidence-based judgement and decisions.

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- Lead the strategic development of the broad marketplace including shaping and stimulating markets to access appropriate and relevant public, private and voluntary sectors capabilities to deliver the best possible outcomes for the communities of Bournemouth, Christchurch and Poole.

Relationships and Managing Staff

- Resilient and resourceful to manage multiple conflicting priorities.
- Work effective in a political environment and establish positive relationships with Councillors, senior managers, staff and external partners, to instil confidence, trust and credibility about the delivery of the service.
- Accountability for managing own personal professional development

Accountability

- Direct accountability for the delivery and performance of designated services against current and future strategic objectives and service outcomes.
- To be commercial and accountable for the delivery of the agreed budget, to deliver agreed objectives in line with the council's financial regulations, procurement rules and commercial strategy.
- Make evidence based and outcome focused decisions on council policy and activity within the democratic processes of the council. Use proactive risk management to ensure service quality is maintained.

Job Requirements

- Participate in the council's and service emergency incident duty officer rota and other corporate initiatives
- Member of a professional body is desirable
- Must be able to travel, using public or other forms of transport where they are viable, or by holding a valid UK driving license with access to own or pool car.

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