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|  <b>WOKINGHAM<br/>BOROUGH COUNCIL</b>  | <b>Job Description</b>  |      | Job Reference             |
|   |   |      | <Insert the post number>  |
| Job Title   | Technology Operations Manager   |      |                           |
| Service   | Chief Executives Office   Digital, Data and Technology                                    | Team | IT                        |
| Location  | Shute End, Hybrid working   |      |                           |
| Reports to  | Service Manager – Technology and project Delivery   |      |                           |
| Responsible for   | Technical Support, operational IT and service engagement, Infrastructure (Matrix Managed) |      |                           |
| Grade   | Type of position:   |      | Date                      |
| Grade 11  | Permanent   |      | 14 <sup>th</sup> Jan 2025 |
| <p>This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.</p>  |   |      |                           |
| <p style="text-align: center;"><b><u>Service Purpose</u></b></p>  |   |      |                           |
| <p>The Digital, Data and Technology service is responsible for the creation and delivery of the Councils Digital and Technology Strategy and fulfilling the digital ambition of the Council, including the adoption of technology to improve the customer experience.</p> <p>The Digital, Data and Technology service is made up of the following Service areas:</p> <ul style="list-style-type: none"> <li>- Operational IT and Project Delivery, responsible for the delivery of end user technology and application services along with delivery of all technical projects.</li> <li>- IT Infrastructure, responsible for security, maintenance and optimisation of the Councils server and network estate that underpins the technologies the Council uses.</li> <li>- Digital Innovation, responsible for Digital delivery including development of the Councils CRM and inhouse developed applications. Responsible for identifying and implementation of digital tools specifically with regards to Artificial Intelligence and Automation.</li> <li>- Data Engineering and Science of the Councils data assets</li> </ul> |   |      |                           |

### **Purpose of the role**

This post is responsible for the Council's operational technology support services. Teams within service area include IT service desk, Tech Support, Infrastructure (through matrix management), performance standards of IT service delivery.

The post-holder will be responsible for daily IT operations, ensuring operations comply with best practice and adhere to ITIL practices, in the event of major incidents and service disruption the post holder will be responsible for taking overall ownership and ensuring incident and problem management practices are followed.

This position is pivotal in ensuring that all technological operations support the Council's objectives and provide efficient and reliable services to the community and those that depend on them.

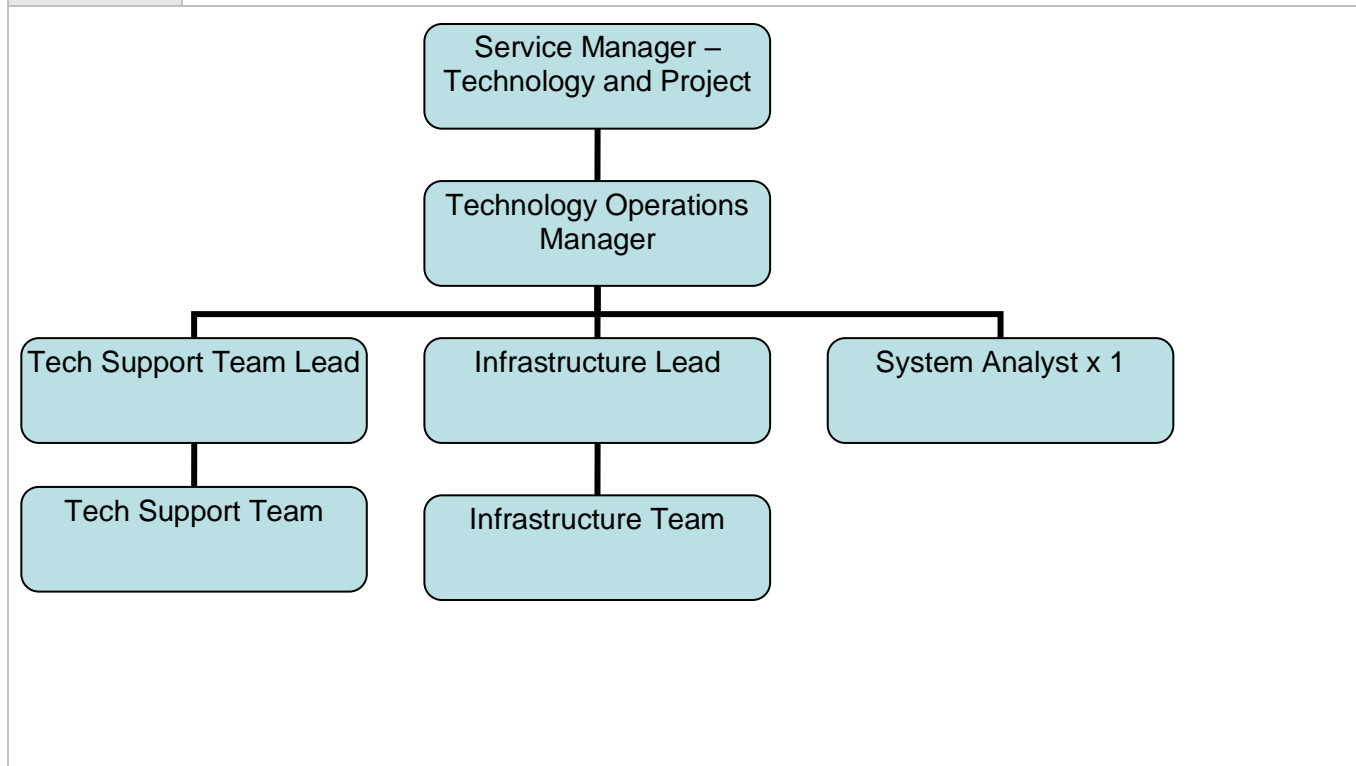
The Post holder will deputise for the Service Manager – Technology and Project Delivery when required.

### **Main Accountabilities**

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| 1 | Working collaboratively with the Senior Managers in the Digital, Data and Technology service and wider leadership teams of the Council and stakeholders to deliver the objectives of the Council's Digital and Technology Strategy, in line with the Council Plan - making sure that the voice of the customer and user experience is included within technology service delivery |
| 2 | Continuously evaluating and improving Technology service to enhance their effectiveness and efficiency. This involves analysing performance data, identifying areas for improvement, and implementing changes   |
| 3 | Establish and maintain strategic relationships across the Council, its partners and customers to ensure that there is a long-term view of technology projects and initiatives that will influence and shape the Digital and Technology Strategy. Liaison with other Local Authorities and suppliers to seek best practice.  |
| 4 | Stay up-to-date with government priorities, regulations and guidelines relating to the secure, legal and ethical use of data and technology and spread awareness throughout the organisation.   |
| 5 | Responsible for the output of the IT service desk and technology support team, ensuring that high levels of customer service and continual service improvement are maintaining  |

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| 6                             | Customer liaison with key stakeholders of the IT service   |
| 7                             | Recruiting, Leading, motivating, and developing staff involved with Operational IT in line with service delivery requirements, upskilling where required to achieve consistently high employee engagement and performance, including line management responsibilities.   |
| 8                             | Contributing to strategy, performance and quality control, and service and financial planning for specialist are   |
| 9                             | Responsible the identifying and tracking of Operational related risks and escalating to senior IT leadership team as appropriate   |
| 10                            | Be a leadership role model, creating an environment of support, coaching, trust and ownership that empowers the colleagues in Digital Service. Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the service and wider organisation. |
| 11                            | Act as an enabler for the delivery of the Councils Digital, Data and Technology strategy. Ensuring that staff workplans align to the action plan set out in the Digital, Data and Technology strategy action plan.   |
| 12                            | Working collaboratively with colleagues across the organisation including Specialists and managing key relationships e.g. with members, partners, other stakeholders.  |
| 13                            | Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery and support career development.  |
| 14                            | Working collaboratively with colleagues across the organization including Specialists and managing key relationships e.g., with members, business partners, other stakeholders.  |
|                               | Fostering a culture of innovation and reliability within the team is important. This involves navigating complex systems and staying ahead of emerging technologies that could impact the organization's IT infrastructure   |
| 15                            | Contract management and procurement of IT contracts that fall within remit of the posts responsibility   |
| 16                            | Supplier relationship of suppliers that fall within remit of the posts responsibility  |
| 17                            | To undertake any other duties commensurate with the general levels of responsibility of the post.  |
| 18                            | Assisting the development of the Service across the organisation including mentoring staff in order to improve delivery of Programmes, Projects and support career development.  |
| 19                            | Deputise for the Service Manager – Operational IT and Project Delivery   |
| <b>Supervision Received</b>   | Reporting to and receiving supervision from the Service Manager – Technology and Project Delivery. The post holder needs to be a self starter who can self direct, organise and take ownership for their work. Supervision received will of a guidance nature.   |
| <b>Supervision Given</b>      | Direct supervision to be given to 3 direct reports.<br>Headcount of area of service responsibility circa 15.   |
| <b>Contacts &amp; Working</b> | Internal stakeholder management, including Service Directors and elected Members.  |

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| <b>Relationships</b>                     | Engagement with bodies including Socitm and DHLUC.<br><br>Maintain effective relationships other Councils and public sector organisations.   |
| <b>Management of resources or budget</b> | Revenue Budget = N/A<br>Capital Budget = Circa £500k<br>Income generation = £120k<br>Contract management of strategic IT suppliers   |
| <b>Special Factors</b>                   | Ability to travel to a variety of locations in borough and work outside of standard office hours when required.<br><br>Presence in Office expected in line with service requirements |
| <b>Organisation Chart</b>                |  |



| <b><u>Person Specification</u></b>   |                  |                  |
|--|------------------|------------------|
| Focus on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. |                  |                  |
| <b>Qualifications</b>  | <b>Essential</b> | <b>Desirable</b> |

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|                          | Educated to degree level (or be able to demonstrate equivalent knowledge, skills and aptitude)  |                  |
|                          | ITIL – Foundation and Practitioner  |                  |
| <b>Technical Skills.</b> | <b>Essential</b>  | <b>Desirable</b> |
|                          | A deep understanding of network architectures, cloud services, data centre operations, and cybersecurity principles is crucial. This ensures the IT Operations Manager can oversee the implementation, maintenance, and optimization of IT systems                    |                  |
|                          | Able to pass on knowledge to colleagues in a clear and controlled manner  |                  |
|                          | Highly developed organisational skills  |                  |
|                          | Good communication skills with the ability to express views clearly orally and in writing, to prepare reports and briefing notes on service and project issues for presentation to the Project Delivery Group, at Programme level, Senior Managers or elected members |                  |
|                          | Good inter-personal skills with the ability to work with all stakeholders including Councillors, Directors, Heads of Service, officers, contractors, partners to agree and deliver the required outputs   |                  |
|                          | Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook,  |                  |

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|                                 | Project & Visio)  |   |
| <b>Knowledge and Experience</b> | <b>Essential</b>  | <b>Desirable</b>  |
|                                 | Expert knowledge of ICT Service Delivery Management   |   |
|                                 | Expert knowledge of ICT service performance management and the continuous improvement lifecycle.  |   |
|                                 | Expert knowledge of the ICT Project and Operational best practice processes   |   |
|                                 | Experience of major incident management   |   |
|                                 | The ability to drive change, anticipating and resolving issues, managing risks and mitigations to maximise ICT service delivery.  |   |
|                                 |   | Experience of a similar position in Local Government or the Public Sector |
|                                 |   | Experience of budget management of operational and project budgets        |
|                                 | Experience of successfully resolving complex, cross cutting problems where there may be no clear consensus about cause or solution that require an element of judgement                               |   |
|                                 | Excellent working knowledge of the Technology principles and best practice, and regional and national drivers surrounding digital delivery including public sector digital accessibility requirements |   |
|                                 | Leading and motivating a group of professional staff. Displaying  |   |

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|                      | leadership and influencing skills and managing change effectively, whilst demonstrating credibility.          |   |
|                      | Developing a culture of continuous improvement by engaging others and facilitating their ideas and creativity |   |
|                      | Working collaboratively with partners to influence the achievement of successful outcomes                     |   |
|                      |   | Experience of working in a matrix management environment, where cross-team and cross-organisation working are essential |
|                      | Experience of identifying, developing and delivering opportunities for improving the service                  |   |
|                      |   | Experience of managing projects to successful outcomes  |
|                      |   | Experience of Technologies used within the local government sector  |
|                      | Experience of Microsoft technologies specifically those within the Enterprise Agreement license               |   |
|                      |   | Experience of contract management and running complex procurements  |
|                      |   |   |
| <b>Completed by:</b> | Simon Beasley   | <b>Date:</b> January 2025   |