East Cambridgeshire District Council

IT Service Lead

Post number: ICT028

Grade: Scale 10

Date: November 2026

Service area: Information Technology

Reports to: Finance Director

Job profile

Purpose

To provide strategic and operational leadership of the Council's ICT function, ensuring resilient, secure, accessible and value-for-money technology services that enable excellent public services. The postholder will translate corporate priorities into an affordable ICT strategy and delivery roadmap, lead service improvement using ITIL-aligned practices, manage the transition to modern cloud and hybrid platforms, and promote responsible adoption of digital innovation, automation and artificial intelligence (AI).

Dimensions

The post holder will manage two direct reports and a team of 8 FTE.
The post holder will be responsible for managing the IT budget ~ £1.5m p.a.

Main duties and responsibilities

1. Strategy, Architecture, and Transformation

- Own and maintain a rolling ICT strategy, technology roadmap and investment plan aligned to the Council's corporate objectives, service needs and relevant public-sector requirements.
- Provide strategic advice on technology options, technical debt, application lifecycle, integration, cloud adoption and future service operating models; assess benefits, costs, risks and sustainability.
- Lead ICT input to organisational transformation and any local government reorganisation or shared-service planning, ensuring continuity, interoperability, knowledge transfer and readiness for change.

2. IT Service Management

- Lead a customer-centred ICT service, with clear service catalogue, service levels, ownership, performance reporting and continuous improvement across the service desk, infrastructure and business applications.
- Embed proportionate ITIL 4 practices for incident and major incident management, requests, problems, changes, releases, configuration and asset management, and knowledge management.
- Own service continuity, availability, capacity and operational resilience arrangements; oversee monitoring, backup, disaster recovery testing and timely resolution of recurring issues.

3. Cyber security, governance and information assurance

- Be accountable for operational cyber-security leadership and ICT risk management, working with the Council's information governance, data protection and corporate resilience leads.
- Oversee identity and access management, vulnerability and patch management, secure configuration, third-party assurance, incident response and proportionate security controls across on-premise and cloud environments.
- Maintain policies, standards, risk registers and assurance reporting aligned, as applicable, to recognised government and industry guidance and the Council's legal obligations.

4. Cloud, infrastructure, applications and data

- Provide oversight of modern workplace platforms, networks, connectivity, hosting, cloud/SaaS services, end-user devices and the application estate, ensuring supportability, security and lifecycle planning.
- Champion robust technical architecture, interoperability, data quality and service integration; collaborate with service owners on application rationalisation and digital enablement.
- Ensure supplier-supported systems receive timely maintenance, security updates, upgrades and documented end-of-support planning.

5. Innovation, AI and automation

- Identify, evaluate and prioritise opportunities for automation, self-service, AI and emerging technologies that improve customer experience, workforce productivity and service outcomes.
- Lead controlled proofs of concept and business cases with clear benefits measures, staff engagement, data-protection assessments, ethical safeguards, human oversight and risk-based approvals.
- Promote digital skills, informed experimentation and responsible adoption while preventing uncontrolled deployment of unapproved tools or data uses.

6. People, suppliers and financial stewardship

- Lead, coach and develop ICT staff; set expectations, build succession and capability plans, manage performance and foster a collaborative, service-oriented culture.
- Own ICT revenue and capital planning, procurement and business cases; demonstrate value for money, transparent prioritisation and benefits realisation.
- Manage strategic supplier relationships, contract performance, service reviews, escalation and exit plans, including accountability for third-party security and service continuity.

7. Leadership and stakeholder engagement

- Engage with senior managers, service leads, elected members and partners to understand demand, agree priorities and communicate service risks and performance in clear business terms.
- Provide advice and reporting to corporate governance forums; contribute to emergency planning, major incident response and cross-Council programmes.
- Undertake other reasonable duties consistent with the seniority and purpose of the role.

Special conditions

The post is full time (37 hours) and permanent.

Pre-employment checks

None

Business Travel

Casual car user

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Person specification

Qualifications

Description	Essential or desirable	Assessed through the application form or through the interview
Degree or equivalent professional qualification in Information Technology, Computer Science or a related discipline	Essential	Application
Evidence of continuing professional development in IT Leadership, Service Management, Cyber Security and Modern technologies	Essential	Application
Professional qualifications in ICT Service Management, Information Security, Project Management or Leadership are highly desirable.	Desirable	Application

Experience

Description	Essential or desirable	Assessed through the application form or through the interview
Substantial senior ICT management experience	Essential	Application / Interview
Experience of leading multi-disciplinary technical and support teams	Essential	Application / Interview
Experience of leading technology change across Infrastructure, M365. Cloud/hybrid services, enterprise applications, and cyber security	Essential	Application / Interview
Previous experience of leading teams and the wider organisation through periods of significant technology change	Essential	Application / Interview
Experience overseeing IT budgets, procurement, supply-chain management, contracts and investment/business cases	Essential	Application / Interview
Experience of working in Public Sector and/or Local Government	Desirable	Application

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Knowledge, skills and abilities

Description	Essential or desirable	Assessed through the application form or through the interview
Ability to translate corporate priorities into an actionable IT Strategy, Roadmap, investment plan and measurable service outcomes	Essential	Application / Interview
Strong working knowledge of IT Service Management best-practice	Essential	Application / Interview
Broad technical understanding of M365, identity and access management, cloud/hybrid infrastructure, networks, enterprise applications, with the ability to challenge specialist advice	Essential	Application / Interview
Broad understanding of cyber security, operational resilience, backup and disaster recovery and risk management	Essential	Application / Interview
Ability to manage financial and commercial decisions, evaluate supplier proposals, build business cases, demonstrate value for money and business benefits	Essential	Application / Interview
Ability to build effective relationships and influence senior managers, elected members, partners, suppliers, and wider government/public-sector networks	Essential	Application / Interview

Personal Attributes

Description	Essential or desirable	Assessed through the application form or through the interview
Visible, accountable and collaborative leadership	Essential	Interview
Customer focused and pragmatic	Essential	Interview
Calm and decisive under pressure	Essential	Interview

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Description	Essential or desirable	Assessed through the application form or through the interview
Integrity, discretion, and commitment to Council values	Essential	Interview
Resilient and organised	Essential	Interview
Commitment to innovation and continual improvement	Essential	Interview
Inclusive and supportive people manager	Essential	Interview