



Role Title: ICT Strategic Client Manager

Service: Corporate and Customer Services, Business Intelligence and Development

Directorate: Transformation & Resources

Accountable to: Head of Corporate and Customer Services

Grade: SM2

Car Category: Essential

Purpose of role

- To work on behalf of the corporate management team to oversee the development, implementation and continual updating of the council's ICT strategy, ensuring that technology is used to best advantage in the delivery of the council's priorities
- To effectively manage and review existing and future contracts with external technology service providers, ensuring that the council receives value for money
- To ensure there are appropriate governance arrangements in place to ensure there is monitoring of the efficiency and effectiveness of suppliers. To ensure that action is taken to deal with any supplier performance issues identified

Key Objectives

1	To work on behalf of the corporate management team to oversee the development, implementation and continual updating of the council's ICT strategy, ensuring that technology is used to best advantage in the delivery of the council's priorities
2	To effectively manage and review existing and future contracts with external technology service providers, ensuring that the council receives value for money



3	To ensure there are appropriate governance arrangements in place to ensure there is monitoring of the efficiency and effectiveness of suppliers. To ensure that action is taken to deal with any supplier performance issues identified
4	To work across a very broad range of seniority (including the most senior staff such as Chief Operating Officer, Corporate Directors and Directorate leads) and be able to understand their ICT requirements and communicate the ICT vision, regardless of their level of ICT literacy and skills.
5	To ensure that there are effective processes in place to engage with service users and deliver effective, two-way communication to facilitate mutual understanding and effective cooperation in the development of high-quality ICT systems
6	To be responsible for the creation and maintenance of the council's enterprise and technology architecture
7	To identify and support the implementation of minimum service standards and ensure that these are implemented and maintained in order to increase the service's credibility as well as ensuring an improved customer experience.
8	To support the Council's drive to be evidence-based and intelligence-led, ensuring that opportunities to add to this approach are identified and actioned.
9	To support and embrace the implementation of a change culture within the Council to assist with the development of a sustainable, forward thinking organisation.



Scope

The post is specialist in nature but will work across the organisation at a senior level to understand Heads of Service and Service Managers' ICT requirements. They will need to be able to translate complex technical information into language that is easy to understand and engage with, whilst enabling the organisation to exploit new, appropriate technologies.

Work Profile

1. Strategy

The post holder will oversee the development, implementation and continual updating of the council's ICT strategy, ensuring that technology is used to best advantage in the delivery of the council's priorities. They will also have a major contributory role to related channel-shift and customer service strategies, together with the associated work programmes and plans.

2. Performance

The post holder will be responsible for the effective management and performance of existing and future ICT-related contracts and will need to ensure that robust governance is in place, together with control and performance monitoring.

They will be accountable to the Head of Corporate and Customer services for their own performance against their personal objectives.

3. Service Quality

The post holder will be expected to set and ensure the delivery of high service quality standards with respect to ICT provision in the organisation. They will need to regularly review these standards to ensure that they are fit for purpose, and will need to engage Heads of Service and other key individuals in doing so.

4. Resource Management

The post holder is not responsible for any line management arrangements.

They are responsible for management of the budgets associated with the ICT contracts.



They have client-side responsibility to ensure that the organisation's systems are maintained through the provider contracts and to act as the single point of contact for West Lancashire in the event of major failure.

The post holder will ensure the appropriate use of vehicles, equipment and personal protective equipment provided to the individual in order to undertake their role.

5. Accountability

The post holder is accountable to the Head of Corporate and Customer Services.

6. Culture

The post holder will support the development of a positive organisational culture that is outward looking, evidence based and customer focused.

The post holder will promote equality of opportunity in the delivery of the duties of the role.



7. Communications

The post holder will closely and regularly liaise with other services and partners as appropriate, to ensure that ICT providers are able to respond effectively and efficiently to customers.

They will also regularly liaise with the providers themselves to ensure that contracts are being delivered to the expected standards.

They will regularly engage with Directors, Heads of Service and Service Managers to gain a comprehensive understanding of their ICT needs and be able to translate difficult or complex technical information into layperson's language that is easy to understand.

They will promote the service through demonstrable commitment to a high quality, excellent standards.

They will provide progress reports at agreed intervals, to the, Head of Service, and Corporate Director and CMT as appropriate, detailing progress, risks to success and next steps.

8. Commitment

Expected to undertake duties outside of normal working arrangements and will not normally receive additional payments as this is a recognised feature of their post.

9. Risk Management

The post holder will be responsible for clearly identifying risks relating to deliver of the ICT Strategy and channel-shift/ customer service related strategies and where possible or reasonable, to provide recommendations for mitigating action.

They will also identify, monitor and effectively manage risks associated to the ICT contracts. They may be asked to lead on implementing the actions required to manage the risk effectively.



10. Equal Opportunities

The Council is committed to achieving equality of opportunity both in the delivery of services to the community and its employment arrangements. We expect all employees to understand and promote our policies in their work.

11. Customer Focus

To meet the Council's Standards of Customer Care at all times.

12. Core Tasks

To undertake any other duties which may be required within the needs of the service that are commensurate with the grade.

13. Health & Safety

All employees have a responsibility for their own health & safety and that of others while undertaking their duties. Employees have a general duty to assist the Council in implementing its general statement on health & safety policy.

14. Legislation

To comply with Data Protection legislation and all other relevant and applicable statutory legislation together with Council policies and procedures

15. Training & Development

To comply with the Council's policies and practices relating to training and development, including a regular development appraisal.

16. I.T.

The post holder is expected to comply with the Council's policies and practices relating to use of I.T. and equipment.



PERSON SPECIFICATION/ESSENTIAL QUALIFICATIONS

In this section the Skills, Knowledge, Qualification and Competency requirements to perform the role to a satisfactory standard are set out. The extent, nature and level of the role holder's knowledge and skills should be specified

PERSON SPECIFICATION	Examples specific to role	Required		Method of Assessment Application (A) Interview (I), Testing (T), Reference (R)
		Essential	Desirable	
SKILLS AND KNOWLEDGE Technical knowledge and qualifications	Educated to degree level or equivalent relevant experience	X		A, I
	Significant ITIL knowledge and experience (minimum ITIL Foundation) – working towards ITIL Expert	X		A, I
	Proven ability to develop IT strategies for a similarly scaled organisation, has worked with a range of external providers to deliver servers to clients (preferably in a SIAM model)	X		A, I
	Political understanding & sensitivity	X		A, I
	In-depth knowledge of IT contract management	X		A, I
	Knowledge of project management tools and methodologies		X	A, I
Planning and organising work	Ability to work to tight deadlines on a wide variety of tasks	X		A, I
	Methodical and well organised, with a commitment to providing	X		A, I



	a quality service and attention to detail			
Planning capacity and resources	A proven track record in establishing and developing people systems and relationships that support the delivery of excellent customer service within a large complex organisation.	X		A, I
	Planning for long-term projects & deliverables	X		A, I
Influencing and interpersonal skills	Able to successfully demonstrate strong interpersonal and contract management skills	X		A, I
	Excellent communication, engagement & presentation skills, both written and verbal and able to effectively translate between “business” and “technology” speak	X		A, I
	Experience at a management level of collating management information that is appropriate, concise and easy to understand.	X		A, I
	Able to engage with a range of internal and external stakeholders in the production of reports, information and communications and to ensure that issues are resolved effectively.	X		A, I



PROBLEM-SOLVING Using initiative to overcome problems	Ability to work across the Council's operations, to identify a range of innovative and appropriate solutions to issues and problems.	X		A, I
	Ability identify and implement solutions to issues and be a champion of change.	X		A, I
Managing risk	Ability to consider and assess risks associated with ICT strategies and provider contracts	X		A, I
	Ability to identify mitigating measures that may be implemented to minimise risk	X		A, I
Managing change	Ability to review contract performance along with wider service performance and seek to continuously improve through implementation of changes on a regular basis.	X		A, I
	Ability to lead, manage and promote change in a positive manner to others	X		A, I
ACCOUNTABILITY and RESPONSIBILITY Undertakes tasks without supervision	Ability to work independently and take ownership of key responsibilities of the post	X		A, I
Other	Commitment to Equality	X		A, I
	Commitment to Health & Safety	X		A, I
	Satisfactory Baseline Personnel Security Standard Check	X		Document Checks (includes Basic DBS)
	The ability to fulfil all spoken aspects of the role with	X		A, I



	confidence through the medium of English language. This includes the ability to converse with ease with customers and colleagues and provide advice in accurate spoken English			
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COMPETENCIES REQUIRED – All post holders must be able to comply with the Council’s Expected Behavioural Standards which include:

- **Putting customers first;**
- **Being positive and adaptable;**
- **Taking responsibility and achieving results;**
- **Working together.**

In addition, for those posts with management responsibilities the Expected Behavioural Standards will include:

- **Service delivery and change management;**
- **Financial and resource management;**
- **Leading, motivating and developing.**

Other information

- able to travel to meet service delivery requirements
- available to undertake work outside of normal working hours

Signed Line Manager	Signed Head of Service	
Print Line Manager	Print Head of Service	Date