Job Description

Post title	Head of Technology and Transformation
Grade	SM3
Directorate	Operations
Team	Technology and Transformation
Reporting to	Assistant Director of People and Transformation
Responsible for	Technology and Transformation Team

Job Purpose

As the Head of Technology and Transformation you will lead the strategic development and implementation of the organisation's data and digital strategy. This role is pivotal in harnessing new and emerging technologies to drive innovation, improve performance, and ensure technology is effectively aligned with organisational objectives and KPIs. Working closely with the Head of People and Culture, the postholder will ensure that digital transformation is embedded across the organisation through effective change adoption and cultural alignment that enables the North East Combined Authority to demonstrate value for money.

This role requires someone with ability to manage vertically and horizontally across the organisation to ensure the service area is effective and efficient and can drive organisational effectiveness. This role requires strong leadership capability with a robust understanding of digital transformation, emerging technologies, data governance and the complexities of delivering change in a politically governed, multi stakeholder public environment. The successful candidate will be able to deal effectively with complex organisational change, competing stakeholder priorities and challenges of delivering innovative digital solutions within a fast paced and politically sensitive environment.

You will be accountable for the service performance and operational standards through establishment of clear business goals, ensuring it is delivering value for money services in response to the Combined Authority's priorities and desired outcomes.

You will define and be responsible for the Authority's digital and data strategy, translating political priorities and organisational objectives into a clear roadmap of transformation programmes that exploit emerging technologies.

Duties and responsibilities

Leadership and Innovation

- To lead and shape the development of a digital and data strategy ensuring alignment with the corporate objectives to demonstrate our achievement against our missions and operational efficiency and effectiveness.
- Identify and evaluate emerging technologies and trends to inform strategic decision making and innovation
- Champion a culture of digital excellence and continuous improvement
- Collaborate with the Head of People and Culture to embed change adoption practices across the organisation
- Drive digital literacy and capability initiatives to support workforce readiness working in partnership with the people and culture team.
- Lead and develop a high-performing technology and transformation team
- Represent the organisation in relevant networks and forums to share best practices and stay ahead of industry development.
- Ensure systems and platforms are aligned with performance frameworks and enable robust measurement against KPI's
- You will be responsible for supporting with the implementation of strategies in relation to technology and transformation of the Combined Authority's which are fully aligned to our Corporate Plan, strategic policy priorities and Organisational values.
- You will be part of the Authority's management team and work directly to the Assistant Director of People and Transformation providing subject matter expertise.
- You will work across the Authority to provide strategic advice on all aspect of technology and transformation work from policy development through to operational delivery, gaining a close understanding of the Directorates and their operational requirements.
- Lead a portfolio of complex change initiatives using best programme and project management to deliver on time, on budget and to agreed benefits.
- Embed a culture of continuous improvement and user centred design promoting experimentation, rapid prototyping and data backed evaluation across all directorates.

Impact on People – (Internal and External Influencing)

- In supporting with the development of strategies for technology and transformation you will develop positive relationships with a broad range of internal stakeholders, building and maintain strong collaborative partnerships. Externally you will be expected to build relationships across our local authority community as well as other combined authorities, government departments.

- You will be responsible for all aspects of stakeholder engagement for the Authority.

- Drive organizational change management, communicating vision, listening to feedback and removing barriers so that all colleagues adopt new tools and ways of working confidently.

Financial Resource Management:

- This role is responsible for overseeing the resources (financial and non financial) allocated to the technology and transformation function of the Authority, ensuring that this is managed to achieve effective value for money and clear allocation of resources to deliver against strategic objectives.

- You will lead your team creating a high performance culture that is aligned to organisational values, behaviours, policy vision and priorities, reflecting best practice and continuous professional development.

- You will ensure that the team is supported and developed throughout.

- Optimize resource allocation across people, data, platforms and estates balancing in house capability with partnered delivery to ensure resilience and capability.

Organisational responsibilities

- **Communication**
  We communicate effectively with our peers, partners and local authorities and work collaboratively to provide the best possible outcomes. Communication between teams, services and partner organisations is imperative in providing the best possible service to the region.

- **Confidentiality**
  All members of staff are required to undertake that they will not divulge to anyone personal and/or confidential information to which they may have access during the course of their work.

  All members of staff must be aware that they have explicit responsibility for the confidentiality and security of information received and imported in the course of work and in using organisation information assets.

- **Health, Safety and Wellbeing**
  We take responsibility for health, safety and wellbeing in accordance with the North East CA Health and Safety policy and procedures.

- **Performance Management**
  We promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. You will contribute to the organisation's appraisal processes to ensure continuous learning and improvement and to increase organisational performance.

  All members of staff will receive appraisals and it is the responsibility of each member of staff to follow guidance on the appraisal process.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by their manager.

Values and Behaviours

Our values and behaviours are the things that are important to us, individually and as a team. They articulate the way we want to conduct ourselves. Combined, they work together to make us who we are and we use them to anchor all that we do. The North East CA values are:

- Strive for brilliance
- One team
- Drive sustainability
- Make it happen
- Be inclusive

Inclusion, Diversity, Equality and Belonging

We are committed to creating a fairer North East where everyone can thrive with aspirational jobs, new skills, and better homes. All employees are responsible for taking proactive steps to eliminate discrimination, advance equal opportunities and foster good relationships in every aspect of their work.

Special requirements of post

- **DBS**

  This post is not subject to a disclosure.

- **Politically restricted**

  This post is designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State.

Person specification
Job Title: Head of Technology and Transformation

The following criteria will be used to shortlist at the application stage and will be further explored at the interview stage.

	Essential	Desirable
Qualifications	• Educated to degree level or equivalent in a relevant field (e.g. IT, Business Transformation, Digital Leadership, Computer Science. • Evidence of continued professional development in digital, data or transformation discipline. • Recognised project or programme management certification (e.g. PRINCE2 etc)	• Post graduate qualification in digital leadership, transformation or IT management
Experience	• Substantial senior leadership experience in delivering digital organisational transformation in complex or multi agency environment. • Proven experience leading digital transformation and technology strategy at a senior level • Demonstrable experience in managing culture change programmes of work aligned to a people and culture agenda. • Evidence of successfully embedding user centred design, innovation and continuous improvement practices. • Understand how we drive organisational efficiencies through new and emerging technologies that transform ways of working. • Strong understanding of emerging technologies, data analytics and digital platforms • Proven and relevant leadership experience in large and complex organisations • Experience of building, leading and managing a high performing team	• Experience working within or alongside combined authority, local authority or devolved regional government.
Skills and Knowledge	• Need to have deep understanding of current and emerging technologies that enable the CA to drive transformation within the organisation • Ability to work with key suppliers in deploying and developing technologies	• Awareness of government digital standards, data ethics and innovation funding streams.

	• Ability to work with and/or create 'sandbox' environments working with the Head of People and Culture to upskill and bring awareness of technology to the workforce • Ability to think strategically within a complex organisation and broader system. • Ability to translate strategies into plans and practice that makes a difference. • Excellent written and verbal communication and reasoning skills, with the ability to influence and persuade senior partners, stakeholders and gain the confidence of Members. • Political awareness and the ability to operate effectively in a politically sensitive environment. • Skilled negotiation skills, experienced with working in a political and unionised environment. • Flexible and adaptable; able to work in ambiguous situations, with agility to react and adapt quickly. • Creative and innovative thinker and keen learner	
Personal Qualities	• High level of integrity and professionalism. • Adaptability and willingness to embrace change. • Proactive and results orientated approach. • Committed to the principles of equality and diversity.	