

Jobs and Careers



Director Job Description

Post Title: Director of Information and Customer Access	Post Number:
Reports to: Head of Paid Service	Date:

SERVICE SPECIFIC RESPONSIBILITIES

1. To lead the management, development, performance and continuous improvement of ICT across the Council; Information Management and Assurance; and the Council's Customer Access arrangements.
2. To provide accurate, timely and relevant advice to the City Mayor, Mayoral Team, the Head of Paid Service and Senior Management Team as appropriate on those aspects of the agenda for which the post holder has lead responsibility, including legislative changes and best practice/innovative approaches to improved service delivery.
3. To oversee the operation of the Information Communication Technology activities and to ensure it aligns to the business objectives of the organisation.
4. To ensure the ICT services the Council needs are effectively procured and delivered.
5. To develop and oversee implementation of the council's ICT, Information Management and Assurance, and Customer Access Strategies.
6. To oversee the robust management and delivery of any externally provisioned services.
7. To carry out additional responsibilities and projects as assigned by the City Mayor, the Head of Paid Service and Strategic Director.

KEY CORPORATE RESPONSIBILITIES

1. To support the City Mayor, Mayoral Team, and the Head of Paid Service to deliver the vision and preferred direction of travel for the City and the Council, and to provide clear and visible leadership to the division when doing so.
2. To be accountable for the effective planning, organising, delivery and continuous improvement and efficiency of the division, its resources and allocated budgets, through divisional service delivery, efficiency and improvement plans as required. Services must be driven by quality and customer focus and be determined by the needs of the people and different communities of the City.

3. To work with the City Mayor, Mayoral Team, the Head of Paid Service and Senior Management Team as required to develop and implement strategic programmes of activity, ensuring where necessary the operational alignment of services, to increase outcomes in the priority areas for the Council and the City and ensure operational alignment of services.
4. To develop and promote strong partnerships with local residents, local businesses and voluntary and community sectors for the benefit of the City, to improve the quality of life of local people and to support the regeneration of the City, the Council and the effective delivery of services.
5. To support the City Mayor, Mayoral Team, the Head of Paid Service and Senior Management Team to ensure effective partnership working across all Council services and external partnerships in order to meet customers' needs, deliver corporate strategies and achieve local objectives.
6. To be responsible for the implementation of the individual performance management process within the division, and as Line Manager to be responsible for performance management and developing the capability of Heads of Service and other direct reports.
7. To ensure positive internal and external communications on divisional services, performance and initiatives, seeking and giving feedback to customers, partners and other stakeholders where necessary. This should be done in collaboration with relevant other Directors.
8. To ensure, with the City Solicitor & Head of Standards, that the Council fulfils it's legal and audit related obligations in the delivery of services and is statutorily compliant. This responsibility extends to cross divisional working.
9. Harness the benefits and respond to the challenges of Leicester's diverse population and workforce, developing and implementing strategies aimed at removing barriers to access and participation facing all the City's communities.
10. To promote equality and inclusion across all service provision and employment through policy initiatives, personal example, open commitment, clear action and direction.
11. Support and develop effective partnership working with relevant City, sub-regional, regional and national bodies.
12. To contribute as appropriate to the Council's Emergency Planning and Business Continuity arrangements.
13. To comply with responsibilities placed on directors by contract procedure rules, financial procedure rules, and the Council constitution.

Is this post classified as politically restricted, as in the Local Government and Housing Act 1989, either

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| a) because of its salary level (or) | Yes |
| b) because the postholder is required regularly to advise the Council and its Committees, or communicates with the media on behalf of the Council? | Yes |

Is this post subject to exemption from The Rehabilitation of Offenders Act 1974? **No**