

ONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Head of IT Architecture & Security (ITA&S)	Grade:	SMG3
Reports to (Designation):	Director of IT and Digital (IT&D) Solutions	Grade:	JNC Band 2
Directorate:	Corporate Resources	Section:	IT & D

Main Purpose of the job:

1. Providing strategic leadership, direction and management to ensure effective control of the Council's Cyber Security, Enterprise Architecture and ICT services as provided by the Council's IT&D teams and Lewisham's strategic partner Shared Technology Service (STS).
2. Developing and delivering of the council's Cyber Security Strategies and IT use policies both externally and internally. Including advising councillors and Executive Management Team (EMT).
3. Be the Deputy to Director of IT&D when required and provide strategic advice to the Mayor, Chief Executive and the Council on all aspects of ICT when acting as Deputy.
4. Responsible for leading a team of ICT professionals that will:
 - Deliver an excellent strategic & collaborative service which:
 - supports the delivery of the Corporate Strategy;
 - provides leadership for the Council's approach to Cyber Security and Enterprise Architecture;
 - makes effective use of a range of ICT and adopts new technologies where appropriate;
 - maximises the outcomes from the Shared Technology Partnership;
 - supports organisational transformation, working with the PMO and services; and
 - provides a second line support for application and ICT functions across the Council.
 - Continuously improve the service – with disciplines and processes that deliver impactful strategic ICT, including managing the strategic partnership with STS.
 - Negotiate, manage and monitor – via the mix of Service Level Agreements (SLAs) and contracts - for ICT
 - Development and delivery of business continuity plans for cyber security Council wide.
5. Contribute to the overall corporate leadership and management of the Council and IT&D Division.

As a Lewisham Manager you will:

1. Be responsible for professional advice and support in your service area to deliver in partnership with others the council's vision, values and ways of working.
2. Take overall responsibility for the planning and management of services, ensuring corporate, community and customer needs are identified and met.

3. Ensure the delivery of identified service objectives and continuous improvement of service targets.
 4. Achieve results through the effective management and development of people and results driven performance management of the Council's partnership and contractor relationships.
 5. Ensure the effective deployment of financial resources and compliance with statutory, professional and organisational requirements to manage risk.
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Summary of Responsibilities and Personal Duties:

1. Deliver an excellent strategic & collaborative service that supports the delivery of the Corporate Strategy,
2. Provides leadership in councils approach to Cyber Security and Enterprise Architecture makes effective use of a range IT services.
3. Maximise the outcome from the Shared Technology Partnership
4. Supports organisational transformation with focus on IT
5. Continuously improve the service – with disciplines and processes that deliver impactful strategic IT including managing the strategic partnership for the shared technology service.
6. Negotiation, management and monitoring of SLA's and contracts for IT.

Management Roles & Expectations

As a Lewisham Head of Service you will:

1. Provide motivational leadership and maintain effective communications to all employees within the IT Architecture & Security (ITA&S) Team and other teams where appropriate.
2. Develop and maintain an appropriate Cyber Security Strategy,
3. Lead on future direction of the ITA&S service, infrastructure
4. Lead on the governance of Shared Technology Service on behalf of Lewisham.
5. Provide advice and information to all Lewisham staff based on best practice, technological innovation, implementation and development of technology.
6. Monitor the performance of the Share Technology Service & ITA&S team function, providing performance data as requested to EMT & Members.
7. Develop and maintain a performance management framework for ITA&S to deliver assurance about performance.
8. Develop, test and continually monitor IT policies and procedures, ensuring that Lewisham complies with legislation and software copyright laws.
9. Develop policies and procedures for the use of IT systems in conjunction with any relevant third parties, which meet legal requirements and ensure the security of all IT systems.
10. Manage the delivery of IT Business Plan tasks using appropriate project management methodologies and ensuring that they are delivered on time and on budget

11. Specify, tender, procure and implement new systems, hardware and software following organisational policies and in compliance with financial regulations.
12. Ensure that the ITA&S service is efficient and effective and can be demonstrated to provide value for money.
13. Carry out effective management of all ITA&S team using the Lewisham Performance Management Scheme, including 1:1's, work planning, appraisals etc.
14. Recruit and develop staff as needed to ensure that they have appropriate skills and experience for their job role.
15. Maintain the integrity of the LBL IT infrastructure effectively, ensuring that services to end users are always maximised and available.
16. Develop and implement relevant information, communication (telephones) and administration systems (data management) and procedures to support the work of LBL.
17. Ensure that security and effective backup and recovery processes are in place, to include the development and on-going review of appropriate disaster recovery process and procedures. Ensure that all such arrangements are always capable of implementation. Ensuring STS have effective processes in place to support this work.
18. Manage support of the network infrastructure to ensure that it provides a secure and stable environment for corporate systems and communications including services with the STS partnership.
19. Represent the ITA&S service at meetings including Board level as required.
20. Manage risk for the ITA&S service in accordance with the organisation's Risk Management Strategy.
21. Take personal responsibility for the management of Cyber Security incidents
22. To encourage best practice and innovation by benchmarking and understanding current trends and new developments in technology and cyber security.
23. Develop, direct and manage a process of performance and service management, ensuring staff are managed within the council's performance evaluation scheme and that financial and performance targets are identified, monitored and managed.
24. Be a member of the division's senior management team (SMT) and make a proactive contribution to delivering directorate and corporate objectives.
25. Control, manage and monitor the ITA&S service and STS budget within parameters set down by financial regulations. Ensure accountability, achieve value for money for outcomes delivered and that costs, fees and income are managed within targets and profiles.
26. Advise on new ways of working to achieve better outcomes, improved value for money, budget savings and increased income.
27. Commission and manage the work of external consultants or suppliers as required.

Business Continuity:

1. Responsible for ensuring robust business continuity plans are in place, tested annually, and embedded within your service.
2. Ensure your services can deliver any required functions during an emergency and provide resources to the incident where required.

Internal Contacts: This will include the Chief Executive, Chief Officers, the Mayor, Cabinet and other elected Members, Director of IT & Digital Solutions other members of the Director of IT & Digital Solutions Senior Management Team, the Mayor's Office and senior staff in other Directorates. Managing Director and senior leadership of Shared Technology Service.

External Contacts: This will include ICT & Cyber Security leads and senior managers at key partner organisations in Lewisham, other London local authorities, London Councils, the GLA and the LOTI, STS

And, from time to time, as work-load dictates, other communications roles as required.

To carry out the duties of the post with due regard to the Council's relevant codes and procedures.

To carry out duties with due regard to the Council's values and behaviours and actively promote equality and diversity in the workplace.

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

Undertake other duties, commensurate with the grade, as may reasonably be required.

Consideration will be given to restructuring the duties of this post for a disabled postholder:

- To actively promote equality and diversity in the workplace.
- Participate in the Performance Evaluation Scheme and to undertake appropriate training and development identified to enhance their work.
- Carry out the duties of the post with due regard to the Council's Dignity at Work Policy and core values.
- Comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.
- Assist in carrying out the Council's environmental policy within the day to day activities of the post.
- Undertake other duties, commensurate with the grade, as may reasonably be required.
- Treat all information acquired through employment, both formally and informally, in strict confidence.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET
THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff: 3 with a total of 15 in the group

Title: Head of IT Architecture & Security Grade: To be graded No of posts: 16 and a
circa £10m/year (£5m operational activities and £5m project and system spend) partnership

Number of partially managed staff:

Title:	Grade	No of posts
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Briefing Note for Hay job evaluation (SMG)

Job Title: -

- **Context in which the post operates**

- **Key strategic responsibilities**

- **Relationship to other posts**

- **Budget –** give an idea of any budget which the postholder is directly responsible for

PERSON SPECIFICATION

Job Title:Head of IT Architecture & Security

Grade: To be graded

Department: IT & Digital Solutions

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Knowledge	
Up to date knowledge of IT, Cyber Security	S
Experience of leading and managing a team, with a track record motivating the team to meet organisational objectives and implementing performance management processes within a similarly complex and challenging environment.	S
Aptitude	
Exceptional IT skills – able to speak confidently, and articulately and to write clearly and effectively for a range of audiences.	S
Ability to identify and manage Cyber threats to the authority and opportunities to promote and raise the awareness threats to the borough.	
Highly organised, able to prioritise and handle change, and to lead a team to work calmly and effectively under pressure and to meet deadlines	
Excellent ability to use information technology including MS Office and financial and human resources management systems.	
Proven project management and financial management skills	
Highly astute, with the ability to identify long and short term risks and opportunities, and to think creatively and work collaboratively to develop and deliver practical solutions	S
Skills	To Be Tested – T
Skills can only be used as shortlisting criteria if the skill is to be tested	
Experience	
Extensive experience of successfully managing ‘crucial conversations’ with staff.	
Substantial experience of staff engagement on range of organisational matters with good ‘emotional intelligence’.	

In depth and up to date knowledge of the IT and Cyber Security challenges facing local authorities and public bodies.	S
Understanding and experience of the political interface in a local authority and the role and needs of elected members.	S
Demonstrable extensive experience, at a senior leadership level, of IT management in a local authority	S
Extensive experience of successfully managing relationships and stakeholders within a political environment and at a senior executive level.	S
Substantial experience of successfully developing and implementing IT strategies to deliver agreed organisational outcomes	S
Substantial experience of devising, leading and delivering IT initiatives.	S
Experience in reporting to senior stakeholders and Council committees.	S
General Education	
A professional qualification in ICT or experience	S
Equality & Diversity	
Commitment to implement the Council's Equal Opportunities Policies	S
Awareness of equalities issues within an inner London authority and experience of using communications to promote equality and diversity	
Understanding of how equality and diversity relates to this post	
Personal Qualities	
Be resident focused . With the ability to listen to learn, think broadly and find solutions, make decisions and take action.	
Be ambitious to improve . A person who takes responsibility, creates and innovates, measures and evaluates.	
Take a one council approach. Inspiring and communicating, trusting and empowering, collaborating.	
A positive, optimistic, ambitious and creative story teller who is able to work with the political and managerial leaders of the authority to develop and refine the Council and borough's brand, vision and messaging.	
A strong and highly motivated leader and team player with energy and credibility who commands the confidence of Members, senior managers, staff, partners and stakeholders.	
Personal authority and stature to lead by example, achieve successful outcomes and able to act firmly and decisively both corporately and collaboratively.	
A strong commitment to probity, honesty and openness, treating people consistently, fairly and with respect	
Evidence of commitment to continued professional development.	

Circumstances	
Able to attend meetings in the evenings; to work outside normal office hours; and to work beyond minimum hours as and when required to achieve deadlines.	
Physical Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required
 Basic ☐
 Standard ☐
 Enhanced

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)