

Job description

Job title: Head of Information Systems and Technology

Grade: 14 **Post number:** 000114

Directorate: Resources

Unit: Information Technology

Job purpose

1. Plan and develop an effective Information and Communications Technology strategy for the Greater London Authority (GLA) and Mayor's Office of Policing and Crime (MOPAC).
2. Manage and develop IT applications and systems across all areas and activities in the GLA and MOPAC, working with partners and providers to ensure the fullest contribution of the resources to service delivery and performance.
3. Develop and manage the implementation of effective and reliable modernised infrastructures to enhance and improve the quality and effectiveness of information gathering and other electronic processes.
4. Make a major contribution to the development of technology strategy and implementation across London, working with partners.
5. To lead the technological modernisation of the GLA's and MOPAC's business processes.

Main accountabilities

1. To manage the key functions of the IT Unit:
 - IT strategy
 - System Operations
 - Business Continuity
 - System Security
 - Systems development and implementation
 - Customer support
 - Network and infrastructure management
 - Business consultancy and project management
 - Supplier and contract management
 - Equipment and systems replacement and upgrade
 - Provision of IT Services to approved partners
 - Performance and compliance management

2. To maximise ICT applications benefits for improved business processes and organisational effectiveness both internally and externally.
3. To account for the performance of the Information Technology Unit, achieving best value, and continuous improvement in service delivery.
4. Lead and participate in the development of Authority wide information technology strategy and delivery, contribute to cross-organisational strategies, policies and projects with functional bodies and other external partners.
5. Provide high quality advice and information to the Mayor, Assembly Members and senior officers of the GLA and MOPAC on all ICT matters, including the budgeting of major programmes and projects.
6. Provide effective management, appraisal and development of staff to ensure performance objectives and standards are consistently met in line with the GLA and MOPAC's aims and objectives.
7. Manage and allocate financial resources within agreed budgets and monitor their effectiveness in contributing to the provision of effective services to staff and clients across the GLA and MOPAC.
8. Develop, promote and sustain positive and productive external working relationships and partnerships, including joint working with external hardware and software services suppliers, and client management of relevant contracts to ensure that the GLA and MOPAC obtains best value in the resourcing of its ICT requirements.
9. Establish relevant benchmarks and performance standards against which to monitor and evaluate the efficiency and effectiveness of the information technology systems in contributing to the overall achievement of the GLA and MOPACs aims and objectives.
10. Consult and liaise with the Mayor and Assembly, relevant organisations, agencies, individuals, and representatives to ensure that the GLA and MOPAC's information technology strategies are responsive, effective and appropriate for the needs of the organisation.
11. Ensure that the highest ethical standards, security and integrity in respect of the use of electronic information systems, including the Internet, Extranet and Intranet, are maintained in respect of Copyright Act, Data Protection Act and intellectual property rights.
12. Lead on the security and integrity of the GLA and MOPAC's information technology and communication systems to ensure they are maintained to the highest level of confidentiality and sensitivity and are protected against internal and external risks.
13. Manage resources allocated to the job in accordance with the Authority's policies and Code of Ethics and Standards.
14. Realise the benefits of London's diversity by promoting and enabling of equality of opportunities promoting the diverse needs and aspirations of London's communities.

Key contacts

Accountable to: Executive Director of Resources

Accountable for: Staff & resources allocated to the job.

Principal contacts: Senior managers, MOPAC Chief Operating Officer, external service providers, Mayor and the Assembly, functional bodies, consultants and contractors.

Person specification

Technical requirements/experience/qualifications

1. Substantial experience at a senior level with proven track record of managing an ICT function that is responsive in a changing complex organisation.
2. Successful track record of achievement of initiating and supporting large-scale organisation change and the management of the information technology infrastructure to support the change.
3. Capable of developing a vision of how technology can transform services and contribute to the quality of life of Londoners.
4. Evidence of success in managing a large budget, including ensuring Best Value for money, setting performance and service delivery targets.
5. Experience of managing multi-disciplinary, cross-departmental working teams, commissioning and procurement of services.

Behavioural Competencies

Building and managing relationships

... is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

Level 4 indicators of effective performance

- Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
- Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
- Actively challenges and addresses 'silo attitudes' to encourage effective relationship building inside and outside the GLA
- Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
- Identifies clear win-win situations with external partners

Strategic thinking

...is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

Level 3 indicators of effective performance

- Translates GLA vision and strategy into practical and tangible plans for own team or delivery partners
- Consistently takes account of the wider implications of team's actions for the GLA
- Encourages self and others to think about organisation's long term potential
- Informs strategy development by identifying gaps in current delivery or evidence

- Takes account of a wide range of public and partner needs to inform team's work

Managing and developing performance

... is setting high standards for oneself and others, guiding, motivating and developing them, to achieve high performance and meet the GLA's objectives and statutory obligations.

Level 4 indicators of effective performance

- Creates an organisation that learns from experience
- Sets clear organisational objectives, cascading challenging yet achievable deliverables to directorates
- Identifies strategic level performance indicators and communicates these clearly
- Leads and sets an example for desired behaviour and performance for GLA staff
- Instils a culture of high performance and outstanding results where staff are encouraged to perform to their best

Decision making

... is forming sound, evidence-based judgements, making choices, assessing risks to delivery, and taking accountability for results.

Level 4 indicators of effective performance

- Makes difficult decisions for the long term benefit of the organisation
- Presents and instils confidence in strategic decision-making
- Consults stakeholders early in critical organisation-wide decisions
- Stands by the decisions and actions of the GLA
- Accepts and promotes accountability for the GLA's decision making
- Ensures the organisation balances effective risk management with the need for timely actions

Planning and organising

... is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 3 indicators of effective performance

- Monitors allocation of resources, anticipating changing requirements that may impact work delivery
- Ensures evaluation processes are in place to measure project benefits
- Gains buy-in and commitment to project delivery from diverse stakeholders
- Implements quality measures to ensure directorate output is of a high standard
- Translates political vision into action plans and deliverables

Problem solving

... is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 4 indicators of effective performance

- Seeks multiple perspectives to understand the breadth and depth of complex issues

- Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions
- Enables the GLA to continuously improve and innovate in the long term
- Problem solves jointly with others to stimulate innovation
- Turns ambiguous or difficult situations into opportunities

Responsible use of resources

... is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

Level 4 indicators of effective performance

- Explores different options for funding and income generation
- Sets budgets, understanding current costs and challenging teams to deliver greater efficiency
- Monitors resource allocation across the organisation, ensuring the GLA works within budget and resources
- Ensures the GLA procures and uses resources fairly and responsibly and with regard for environmental efficiencies
- Leads initiatives to identify and deliver efficiencies across the GLA Group and through partnership working

Organisational awareness

... is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

Level 4 indicators of effective performance

- Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
- Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians Shapes senior stakeholders' perceptions of the GLA, using their influence to support the GLA agenda
- Influences Londoners' perceptions of the GLA, using the Media where appropriate
- Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work