



LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
JOB DESCRIPTION

POST TITLE:	Assistant Director of Infrastructure and Transactional Services
Grade:	MG3
Department:	Corporate Services
Location:	Various offices according to the needs of the service
Responsible to:	Director of Corporate Services
Responsible for:	Information and communications technology Facilities management Post and printing services Accounts payable and receivable
Post number:	tbc

Date: September 2010

MAIN PURPOSE

- To lead the provision of information IT infrastructure, equipment and telecommunications to support all aspects of the Council's operations.
- To lead the provision of accommodation planning, facilities management and transactional services.
- To lead on the development and maintenance of corporate strategies, policies, and procedures for IT infrastructure, equipment and telecommunication, accommodation and facilities management, and business transactions.
- To be a member of the Corporate Services Management Team and participate in the overall management of the Corporate Services Department.

MAIN DUTIES AND RESPONSIBILITIES

Professional

- To provide advice to the Council, the Cabinet, Scrutiny Panels, members of the Council, the Chief Executive, the Corporate Management Team (CMT) and managers across the authority on developments in IT infrastructure, equipment and telecommunications, accommodation and facilities management issues.
- To interpret the policies, strategies, business plans and programmes of the Council, and propose areas in which IT infrastructure, equipment and telecommunications, accommodation, facilities management services and transactional services might be developed cost effectively to support these policies, strategies, business plans and programmes.



- To keep abreast of developments in the field IT infrastructure, equipment, telecommunication, accommodation, facilities management and transactional services, and make proposals to ensure that these support services operate in accordance with modern good practice.

Managerial

- To progress the modernisation and transformation of the Council's business including efficiency, outsourcing, shared services, etc.
- To lead and manage the Infrastructure and Transactions Division in accordance with Council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer focussed services as listed above, and to review these services regularly to ensure that they continue to improve and meet the changing needs of the Council, its elected members, managers, staff partners and external customers.
- To develop, implement and maintain service level agreements for services provided to other departments, in close consultation with these client departments.
- To develop, implement and maintain performance management and quality assurance procedures within the Division.
- To be responsible for the budget of the Division in the region of £7m per annum; to manage this budget ensuring the appropriate monitoring and financial control procedures are in place.
- To manage the staff of the Division ensuring that recruitment, training, development, appraisal and other management activities are carried out in accordance with Council policy. To ensure that appropriate professional development is undertaken by all staff as necessary.
- To participate in and lead as appropriate, intra and inter departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To represent the Director or the Council as appropriate to external bodies such as the Local Authority Association, central government departments, SOCITM, etc.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Director.

**LONDON BOROUGH OF MERTON
CORPORATE SERVICES DEPARTMENT
PERSON SPECIFICATION**

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Qualifications and Experience

Professional and post specific requirements

- Evidence of successful delivery of ICT and / or facilities management in a large multi-functional organisation

Management requirements

- Management experience at a senior level within a large complex organisation
- Proven success in the management of change and problem solving
- Experience of budget management
- Experience of staff and performance management
- Evidence of working successfully in partnership with external organisations and stakeholders

Skills and Knowledge

Professional and post specific requirements

- Good grasp of the business principles required to lead the provision of information and communications technology, accommodation and facilities management support services
- Knowledge of information and communications technology and facilities management service delivery and best practice
- Knowledge of local government services and management and how ICT and business systems can be used effectively to support these services and management

Managerial and personal requirements

- Ability to develop and implement a service plan, including a workforce plan to meet the needs of the business
- Understanding of the principles of business systems and processes and how these can be applied to increase efficiency
- Sound commercial acumen and the ability to identify, assess, mitigate and manage business risk
- Excellent interpersonal skills and the ability to work effectively with elected members and colleagues, balancing control requirements with empowering managers and staff
- Ability to influence, persuade and negotiate for the successful delivery of outcomes
- Excellent communication and advocacy skills, both orally and in writing
- Good numeracy and well-developed analytical skills
- Ability to develop, articulate and implement a clear vision for the future of support service provision within LB Merton
- Clear understanding of ways in which the Council's policy of equality in employment and service provision can be reflected in all aspects of work of the division
- Understanding of the Council's vision and mission statement and how they relate to the work of the Division



- Ability to attend evening and weekend meetings as appropriate, and to be available to attend Council premises out of hours in the event of emergencies or urgent management issues

Personal Style and Behaviour

Please refer to LB Merton's Model of Leadership Behaviours (attached).