LONDON BOROUGH OF MERTON

CORPORATE SERVICES DEPARTMENT

JOB DESCRIPTION

POST TITLE: Head of IT Systems

Grade: MG1

Division/Section: Business Improvement

Location: Civic centre

Responsible to: Assistant Director, Business Improvement

Responsible for: c25 staff

Post number: TBA   Date: 01/04/2012

MAIN PURPOSE

- To develop and lead the implementation of the IT Systems Strategy for the Council, providing 'expert' advice and support to the Corporate and Departmental Management Teams, in conjunction with the Assistant Director Business Improvement
- To lead and manage staff and resources to create, scope and deliver projects for new and existing systems development, improvement and maintenance to agreed budget and quality targets and in accordance with appropriate standards.

MAIN DUTIES AND RESPONSIBILITIES

- Develop and regularly review and refresh the IT Systems Strategy for the Council
- Together with the Head of IT Service Delivery develop an overarching ICT Strategy for the Council and ensure there is

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a joined up working and approach across the two divisions to both infrastructure and systems

- Work with the Council's senior managers and directors, providing 'expert' IT systems advice and support to determine requirements and propose appropriate business solutions
- Identify and investigate specific technologies, products, methods and techniques to assess their potential benefit to the organisation and the ICT strategy
- Engage with Council members to ensure that their views and requirements are taken in to account and that they are kept informed, both informally and through regular formal reports and attendance at council meetings
- Create and prepare business cases, and project initiation and scoping documents to enable investment decisions
- Manage, monitor and accurately report on both capital and revenue budgets
- Effectively lead, manage and develop a team of c 25 staff in line with the Council's policies and procedures and to meet good practice standards
- Develop and manage IT systems projects through the whole project lifecycle
- Take personal responsibility for the development of systems architectures for complex systems or substantial new corporate systems.
- Ensure benefits realisation plans are developed for all projects and significant pieces of work and that appropriate measurement and evaluation is undertaken
- Ensure continuous work plans are developed for, and in consultation with, each key area of the business and appropriately implemented and managed
- Take ownership of all systems development and maintenance activity including the planning and scheduling of work by ensuring that resources are made available to support the agreed programme and that they are properly utilised and accounted for.
- Ensure all services provided by the team are monitored and maintained to high levels of quality, standards and operability as defined within negotiated and agreed service level agreements, service level parameters or contracts.
- Commission and procure new systems and services
- Manage supplier relationships, ensuring supplier performance and value for money.

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PERSON SPECIFICATION – Head of IT Systems

Knowledge

- Possesses a broad understanding of all stages of IT systems development and service delivery.
- Knowledge and application of programme and project management methodologies
- Understanding of new technologies appropriate to Local Government.
- Knowledge of CRM and GIS systems highly desirable.

Skills

- Preferably educated to degree level or with a relevant professional qualification
- Excellent programme/project management skills
- Results orientated with strengths in objective setting and performance management
- Effective communicator, both orally and in writing
- Adept at influencing and persuading others
- Able to lead, manage and develop individuals and teams to deliver high quality outcomes
- Effective change manager and leader; demonstrates the ability to take significant responsibility for the management of change
- Strategic thinker, able to create a vision and plan and drive resources to realise it
- Well organised, resourceful and a proficient problem solver
- Ability to analyse and evaluate complex information to make sound business decisions and judgements
- Demonstrates high standards of professional behaviour in dealings with clients, colleagues and staff.

Experience

- Experience of working at a senior level within a major IT Systems development and maintenance function
- Highly experienced programme/project manager able to provide evidence of development, management and delivery of creative business solutions to achieve substantial business benefits
- Experience of leading and developing individuals and teams to achieve agreed objectives and outcomes
- Practical experience of introducing new technologies into a systems development function.
- Experience and application of .net technology for enhancing business effectiveness
- Experience of leading, managing and developing both individuals and teams

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➢ Competent financial manager able to manage budgets up to c £1.5m

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