

## JOB DESCRIPTION

<b>Job Title</b>	Technology Lead		
<b>Directorate</b>	Digital Services		
<b>Reporting to</b>	Head of ICT - various		
<b>Grade</b>	8		
<b>Evaluation ref:</b>	RP085	<b>Job ref:</b>	<b>Family</b>
<b>Role purpose</b>			
<p>This position is responsible for providing expert guidance and product ownership for a technology capability. Conducting research and analysis, supporting projects, and ensuring the highest standards of quality, security, and compliance within their domain of expertise or technology. This role acts as the go-to resource for all technical matters related to the specific domain, providing insights and expertise to support decision-making. The post holder will stay updated with the latest industry trends, technologies, and best practices, ensuring that Somerset Council remains at the forefront of technological advancements. The role involves developing policies and procedures, performing risk assessments and mitigation, and evaluating vendors to ensure the best solutions are implemented. Additionally, the Technology Lead will provide technical support and quality assurance to maintain the integrity and efficiency of the council's ICT systems. The role also includes task management of team members across the Digital Services Department, utilising matrix management.</p>			
<b>Accountabilities</b>			
<ul style="list-style-type: none"> <li>• Provide expert knowledge, product ownership and guidance in the specific domain of technology.</li> <li>• Conduct thorough research and analysis to support technological advancements.</li> <li>• Lead specialist projects by offering technical expertise and insights.</li> <li>• Escalation point for technical support to ensure smooth operation of ICT systems.</li> <li>• Develop and implement policies and procedures to enhance ICT operations.</li> <li>• Ensure quality assurance by maintaining high standards of technology use.</li> <li>• Perform risk assessments and develop mitigation strategies.</li> <li>• Evaluate vendors to ensure the best technological solutions are chosen.</li> <li>• Maintain comprehensive documentation of all technical processes and decisions.</li> <li>• Stay updated with the latest industry trends, technologies, and best practices.</li> <li>• Manage tasks of team members across the Digital Services Department using matrix management.</li> <li>• Innovation and Transformation – leading initiatives to Optimise deployment and adoption of technology domain across the organisation to drive improved efficiency</li> </ul>			

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- Supplier relationship management and product roadmap development

### Knowledge / Experience / Skills

	Essential	Desirable
<b>Knowledge</b>		
In-depth understanding of ICT systems and technologies	x	
Knowledge of industry trends and best practices.	x	
Familiarity with risk assessment and mitigation strategies.	x	
Understanding of quality assurance development.	x	
Knowledge of policy and procedure development.		x
Understanding of cyber security principles	x	
Understanding of Information Governance policy, specialising in data protection & data privacy	x	
Awareness of vendor evaluation processes.		x
<b>Experience</b>		
Proven experience in a similar technology lead role, conducting research and analysis, providing technical support, developing, and implementing policies and procedures, service reporting, quality assurance, vendor evaluation and management and risk management.		x
Experience of ICT Transformation and Maintenance projects, as a member of a design authority or as the Technology owner/workstream Lead.	x	
Familiarity with Agile frameworks like DevOps, Scrum or Kanban, as product owners often work within these environments		x
Understanding of security and compliance requirements related to the area of expertise		x
Experience in guiding organisations through change, particularly in adopting new technologies and processes		x
Ability to communicate effectively with various stakeholders, including developers, ICT management, business leaders, and end-users.		x
<b>Qualifications / Registrations / Certifications</b>		

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Degree in Information Technology, Computer Science, or demonstrate equivalent qualifications through relevant professional experience.		x
Relevant professional certification.	x	
Advanced degree in a related field.		x
Certification in project management.		x
Certification in quality assurance.		x
Certification in risk management.		x
<b>Skills</b>		
Excellent problem-solving and analytical skills.	x	
Strong communication and interpersonal skills.	x	
Ability to provide expert technical guidance.	x	
Proficiency in developing policies and procedures.		x
Strong organisational and documentation skills.		x
Data engineering, data flow and data science awareness		x
Ability to stay updated with industry trends and best practices.		x
<b>Working Conditions</b>		
<p>This role involves working within a dynamic and supportive local authority environment. Candidates should be prepared for the following conditions:</p> <ul style="list-style-type: none"> <li>• <b>Work Hours:</b> Standard working hours are 37, with occasional requirements for evening or weekend work to meet project deadlines or attend community events.</li> <li>• <b>Location:</b> The primary work location is County Hall, with opportunities for remote work as per organisational policies.</li> <li>• <b>Travel:</b> Some travel within the local area may be required for meetings, site visits, and community engagement activities.</li> <li>• <b>Work Environment:</b> The role involves working both independently and as part of a team, with access to modern office facilities and resources.</li> <li>• <b>Health and Safety:</b> Adherence to all health and safety regulations is mandatory, ensuring a safe working environment for all employees.</li> </ul>		
<b>Dimensions of the role</b>		

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### Working Arrangements

Somerset Council's dynamic Working Strategy will be applied to this position.

### Corporate Accountabilities

- Provide clear leadership to deliver the Council's strategic priorities and meet the Council's financial targets, as a member of the Directorates Senior Leadership Team.
- Update and advise Elected Members in respect of operational and policy issues in relation to the Digital Services teams.
- Lead Digital teams with a clear identity in terms of flexible and responsive ways of working, inclusive and diverse culture, and high level of employee engagement and wellbeing.
- Undertake representational and communication duties on behalf of the Council to promote and protect the Council's interests in matters concerning their specialist areas.
- Create, monitor, and review frameworks of performance measures and quality standards to be applied in the delivery of services.
- Function as an ambassador for the Council promoting, both internally and externally, the Council's vision, strategic aims, and values.
- Value the diversity of Somerset's communities ensuring equality of access and treatment in service delivery and employment.
- Function as a role model for Somerset's vision and values. Promotes a culture of continuous improvement that encourages creativity and innovation to ensure services are efficient and develop the potential and flexibility across the Council and its workforce including the motivation and development of employees within the Digital service teams.
- Ensure that Digital services place a high value on customer responsiveness by demonstrating a commitment to meeting and involving the broadest range of direct and indirect service users, citizens, customers, communities, and businesses.
- Support the delivery of the Councils' key strategic aims and objectives ensuring understanding and commitment from staff from across the Digital service.
- Support Corporate and Directorate and service specific transformational change programmes with the aim of maximising efficiency, modernising services, and achieving better outcomes and opportunities for service users and customers.
- Ensure flexibility in reacting to the needs of the Council, its' customers and partners supporting a culture of continuous improvement.
- Ensure compliance with all relevant legislation, the Council's standards of conduct, organisational policy, and professional codes of conduct to uphold standards of best practise.



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- Accountable for compliance with all relevant health and safety legislation and Somerset Council H&S policies.

Date: 21/10/2024