

Digital Innovation Engineer

Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton

Grade H/I - Bar 33

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both Councils as well as a number of arm's length companies. These companies are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunity to revolutionise the way we deliver key services.

Role purpose

The Councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

The role reports directly to the Digital Innovation Lead and is responsible for raising the profile of the Digital & IT team and Digital Strategy, ensuring that the Digital & IT team and the Councils have the capacity and capability to deliver the Digital Strategy through the delivery of innovative technology. Its main purpose is to:

- Assist in delivering the vision for enabling Digital capacity for the Councils
- Work with colleagues to deliver continuous improvement of the skills and capabilities of staff within the Digital Service through a wide range of informal and formal activities such as Lunch and Learn
- Evolve and develop internal processes, tools and working practices to build and stretch the best capability for Digital & IT
- Review emerging technologies and consider their use in the Council
- Assist in the use cases and implementation of emerging technologies
- Work alongside colleagues across the Councils to build excellence in digital and technology skills, encouraging the sharing of best practices and delivery of results
- Assist in the delivery of training to support the delivery of the Digital Strategy
- Drive cultural and behavioural change across the Digital & IT, encouraging shared ways of working and values
- Ensure that the Digital & IT ways of working are supported across the team
- Identify and implement business solutions though working with other teams in IT
- Be part of the Digital Ambassador programme to ensure that core and emerging technologies are used, identified and embedded in business areas
- Work with the Digital Innovation Lead to improve the Digital & IT brand.

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the Councils commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

Experience

- Working in the digital, data and technology industry
- Track record of building excellent stakeholder relationships
- Track record of taking problems through to resolution in a systematic and cost effective manner
- Rapidly understand user needs and deliver appropriate solutions
- A drive to push for continual improvement in digital
- Experience with the use of tools for the recording, progressing and reporting of problems and incidents
- A strong broad knowledge of the complete IT ecosystem (hardware, databases, local area networks, operating systems, etc) and an extensive range of IT applications and service processes used within organisations
- Familiar with the use of everyday desktop software
- Excellent working knowledge and a champion of ITIL practices
- A general awareness of software development and systems integration
- Familiarity with the software development lifecycle.

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence

Digital & IT Behaviours

In Digital and ICT, we want to encourage behaviours that support the values of both of our Councils.

- Within teams and across the broader Digital and ICT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and ICT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our Councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.