

Cloud and Platform Manager

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: L

Reports: 5 direct and 14 indirect depending on levels of transformation work

Budgetary responsibility: Approx. £1m depending on the levels of transformation work

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 managers who thrive in a networked organisation and who can provide strong operational leadership.

Each of the main teams within the Digital and IT department is headed up by an L grade post. Along with the department's AD and two Grade M (Corporate Head of Service) roles, they form the leadership team for Digital and IT. These roles each have line management, budgetary and functional accountability aligned with the department's specific services and goals. Each role will have a different area of specialism alongside their core management and leadership skills.

This leadership team is expected to work as an integrated unit in the overall management of the department as well as each team member having areas of direct responsibility. Together this leadership team will:

- Drive the delivery of the Digital Strategy and contribute towards its evolution
- Promote digital opportunity both within the department and across the customer base
- Communicate effectively and consistently with our stakeholders and staff
- Maintain a stable, secure and sustainable service offering to our customers
- Coach and manage the department to become a high-performing team with excellent staff satisfaction
- Live the culture and values by leading with their own behaviour and team unity
- Manage service and transformational demand, including appropriate funding provision.

All Grade L postholders are expected to have sufficient transferable skills and the management experience to cover for each other and to deputise for either Corporate Head of Service.

In relation to the Cloud and Platform Manager role, the Councils' technical infrastructure faces a time of change. As well as both modern and legacy on-premise infrastructure, we are increasingly changing how we work to encompass cloud technologies and collaborative working with public and private organisations and with our communities. That means that our Cloud and Platform team must possess the skills to manage the traditional infrastructure, as well as the ambition and mindset to embrace and explore new ways of working.

It is expected that team members will have one or more technical specialism and also a good generalist knowledge and troubleshooting ability across all infrastructure components. It is not expected that individuals will have every skill listed, but that they will each have a range that collectively provides enough depth and breadth to run prevailing and emerging Cloud and Platform services. The Cloud and Platform Manager and Leads will need to make sure that current technologies have enough breadth and depth of knowledge within the team. They will also build for the future by supporting and informing the Councils' Digital Strategy and recruit the specific skills needed. This will mean keeping the whole team current and flexible enough to adopt new approaches and maximise the value and opportunity that they offer.

The technology list will evolve over time, but as of April 2019 includes the following: Unix, Windows o/s, servers, Citrix and virtual desktop technologies (AppV, Xenapp, application packaging and sequencing), Google admin, backup/restore, storage, LAN/WAN, IoT, TCP/IP and other network protocols, network security, routing, network management tools, authentication (AD), database technologies (SQL, Oracle), Microsoft, cloud, datacentre management, telephony, mobility and integration technologies.

The Cloud and Platform Manager role reports directly to the Corporate Head of Digital Delivery and is responsible for the overall management of the technology infrastructure, resources and technical projects. Its main purpose is to:

- Provide management of the technical infrastructure, ensuring that agreed service levels are met and all relevant procedures are adhered to
- Take responsibility for the design, procurement, build, installation, upgrading, operation, control, maintenance and effective use of IT infrastructure components and monitor their performance
- Assure the physical and logical security of ICT systems - compliance with PSN, PCI and Cyber Essentials
- Manage cloud based services ensuring delivery of operations meets business needs
- Ensure that all cloud operations are secure, resilient and reliable
- Lead on the improvement of service and component availability and capacity, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities
- Assure fit for purpose datacentres and network distribution rooms where they still remain
- Ensure that the Councils innovate with future infrastructure
- Operate, manage and contribute to operational procedures for Recoverability, Availability, Capacity and Security Management.
- Act as the owner of the Business Continuity and Disaster Recovery plans (DR) from a technology viewpoint
- Plan arrangements for disaster recovery together with supporting processes and manage the testing of such plans
- Operate and contribute to the Release Management processes

- Act as the owner of the production environment and ensure quality through the strict use of the Release and Change Management processes
- Regularly review Operational Level Agreements (OLAs - internal), and/or underpinning agreements (external) to ensure that they are in line with SLA targets
- Represent Cloud and Platform on the Change Advisory Board
- Make best use of resources and time to deliver business benefit to the Councils including flexibility in the resourcing approach that allows for variation in demand
- Empower the team by creating a supportive environment for team members to excel at their roles and develop their careers within the department and the wider Councils
- Manage the rota for staff availability and out of hours support
- Ensure that all documentation is written, maintained and executed to the highest standards and act as a champion of the Quality Management System (QMS)
- Work within and act as a champion of the ITIL framework

Key activities

Leadership

- Provides inspirational and constructive leadership to the Cloud and Platform team to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

Commissioning and Performance Management

- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand
- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Develops operational plans to ensure that the resources within the teams are used to best effect and impact
- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

Customers and Partners

- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and the Councils commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

Digital/New Ways of Working

- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

Equality and Diversity

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

Corporate responsibilities

The Council requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

The person

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

- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

Experience

- Experience in the management of the processes, systems and functions in complex IT and cloud environments
- Demonstrable, in-depth understanding of IT Infrastructure (hardware, databases, operating systems, local area networks etc) and the IT applications and service processes used
- Experience in leadership at a strategic and tactical level to ensure that deliverables meet the business needs of the organisation
- Management of 3rd party contracts to ensure delivery of products and services and to agree standards and timeline
- Management of technical resource and operating in virtual teams
- Experience of enacting digital transformation across an organisation
- Budget management of infrastructure environments and staff to minimise costs and ensure cost-effectiveness
- A track record of delivering excellent customer service
- An ITIL evangelist
- Solid experience in methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
- Experience in the economics of service delivery such as the cost of hardware, software, and manpower used to deliver the service.

Our leadership competencies

Leadership

- Ability to demonstrate successful leadership and build a strong, capable and highly motivated team

Partnering for Excellence

- Ability to apply commercial judgement to make decisions that will deliver cost efficient and effective results for the Councils and the community

Communication and Influencing

- An ability to understand and respond to the evolving economic and social environment within which the Councils operates
- Seeks, listens to and responds to the views and ideas of staff and customers
- Keeps staff informed of information that affects them

Putting the Customer First

- Demonstrate a strong commitment to service excellence, customer care and continuous improvement
- Identify and understand the needs of both internal and external customers by providing excellent customer service in all areas of Council business

Being the Best

- Support performance improvement by challenging the status quo and providing enough scope for staff to experiment with new or innovative solutions

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.