BIRMINGHAM CHILDREN'S TRUST

Job Description

Head of ICT Operations

Job Details	
Grade	GR 7
Job Evaluation Number	A2002
Number of Posts	1
Department	Digital and Enabling Services
Reporting to	Assistant Director Digital and Enabling Services

Who Are We?

We are Birmingham Children's Trust.

'Working Together to make Birmingham the greatest city to grow up in.'

The sole purpose of Birmingham Children's Trust is to make a positive difference for children, young people and families in the city, by driving up the quality of practice and partnerships across the city and its services.

Every employee from Family Support and Social Workers to Finance and Legal, work together to make a positive difference to children, young people and families. We are one team, and each have an important role to play in achieving the Trust's objectives.

Birmingham Children's Trust Leadership team comprises of six Executive Directors who are responsible for leading and managing the Trust to be an autonomous and high performing organisation.

Our Vision:

Our vision is to build a Trust that provides excellent social work and family support for and with the city's most vulnerable children, young people and families.

We will do this:

- with compassion and with care.
- through positive relationships, building on strengths.
- in collaboration with children, young people, families and partners.
- by listening, involving and including.

- in ways that are efficient and deliver value for money.

Success will mean significant progress towards these outcomes:

- healthy, happy, resilient children living in families.
- families able to make positive changes.
- children able to attend, learn and achieve at school.
- young people ready for and contributing to adult life.
- children and young people safe from harm.

Our Values



Portfolio Responsibilities
Being responsible for the day-to-day management, compliance and continuity of the ICT services. Ensuring commissioned services are safe, stable and responsive. That they represent value for money, and staff can deliver high-quality services to children, young people and families. The role manages delivery, the Head of Digital Strategy & Architecture acts as commissioner. The role performs as Chief Information Officer.

Key Responsibilities
Working closely with the Head of Digital Strategy & Architecture, translate strategic priorities into safe, stable, secure and effective operational delivery.
Being accountable for incident, request and problem management, operational supplier and contract administration, service performance reporting, asset and licence management.
Ensuring the execution of business continuity and disaster recovery to recovery objectives set through the Trust's assurance framework.

Leading stable, resilient and customer-focused ICT operations across the Trust. Enabling practitioners and corporate services to deliver the best outcomes for children, young people and families.
Ensuring appropriate service arrangements are in place to resolve incidents in a timely, cost-effective and customer-focused way. Maintaining operational standards, service measures and performance reporting
Managing key ICT supplier relationships and contracts through the Assistant Head of Service – Supplier and Service Performance. Holding suppliers to account for service levels, recovery plans, value for money and user experience within agreed standards and escalation routes.
Leading ICT contract, SLA, licence and commercial management activity with procurement, finance and legal colleagues. Ensuring operational ICT services are affordable, effective and aligned to Trust priorities.
Executing and providing assurance on ICT business continuity and disaster recovery arrangements. Ensuring operational resilience testing for critical platforms to the recovery objectives (RTO and RPO) set through the Trust's assurance framework. Evidence the results to the Security, Information Governance and Assurance function.
Acting as Chief Information Officer, providing leadership and assurance on information assets, information governance arrangements, policy, controls, reporting, training and assurance. Responding to independent information assurance recommendations and ensuring a suitable external scrutiny and assurance contract is in place to advice the Trust.
Reporting to Audit and Risk Committee, Caldicott and records leads to implement agreed controls, remediate findings and evidence organisational compliance. Keeping Senior Information Risk Owner fully informed of the Trust risk profile.
Coordinating operational change and release activity for business-as-usual system changes across the ICT portfolio. Ensuring standards and design decisions set by the design authority, including verification before go-live; product ownership, roadmaps and lifecycle recommendations.
Holding product ownership of safeguarding-critical platforms through named product owners. Represent the Trust in local, regional and national digital, data and technology networks where this supports learning, collaboration and service improvement.
Using user needs, performance data, feedback and complaints to prioritise operational improvement. Proactively improve communication and support positive system use across the Trust, feeding service intelligence into the Digital Doorway.
Overseeing ICT assets, software, licences and service records for the organisation. Leading associated contract and budget planning, financial monitoring and forecasting and identifying efficiencies while maintaining service quality and resilience.
Providing visible leadership to IT operations building good stakeholder engagement and ensuring wider communications.
Leading workforce, business and budget planning, development, performance management to deliver a

high performing, customer-focused and accountable team culture.
Championing customer-focused ICT operations and provide visible leadership to staff and matrix-managed resources. Build a collaborative, accountable and high-performing team culture.
Being accountable for managing the services associated budgets, forecasting spend, allocating budget and applying for funding all in line with Trust Governance.
Performing within the LGA CDDaT framework Capability Profile the role must demonstrate. Supplier management (Practitioner). Service catalogue management (Practitioner). Service ownership (Practitioner). Availability management (Practitioner). Asset management (Practitioner). Business relationship management (Working). Change control (Working). Cyber incident response and recovery. Operational coordination (Working). Business continuity and disaster recovery, execution (Practitioner). Risk management (Working). Audit (Awareness).

Key Information	
Is Safeguarding Check needed?	DBS Standard
Will this position have Line Management Responsibility?	Yes
Post Title	**Number of Posts**
Assistant Head of Service, Product Management, Data and Development - Data ,AI & integration Lead	1
Assistant Head of Service, Supplier & Service Performance	1
Assistant Head of Service, Security , Info Governance and Assurance	1

Person Specification

Essential Criteria		
Method of Assessment (M.O.A): Application Form; Work Based Exercise; Interview; Qualifications; Presentation		
Qualifications	AF/I/Q	Hold a degree level or equivalent professional experience. Particularly in ICT, digital, technology, information governance, service management or a

		related discipline
Qualifications	AF/I/Q	Hold qualifications or accreditation in IT service management, cybersecurity information governance, product management or supplier management
Experience	AF/I	Demonstrate extensive senior leadership experience in ICT or Digital operations or service delivery within a complex organisation.
Experience	AF/I	Demonstrate senior experience acting in a senior and statuary Information Governance role. Experience of defining related policy and providing organisational assurance.
Experience	AF/I	Evidence extensive experience of managing supplier relationships, SLAs, contracts, service performance, licences and commercial arrangements. Able to ensure delivery of value for money.
Experience	AF/I/P	Demonstrate extensive experience of managing ICT risk, cybersecurity assurance, information governance. Also, business continuity, disaster recovery and operational resilience.
Experience	AF/I	Have experience of executing business continuity, disaster recovery and operational resilience arrangements. Demonstrates testing to defined recovery objectives and evidencing the results.
Experience	AF/I	Have extensive senior experience of budget management across full budget planning life cycle. Including long term (both revenue and capital).
Skills	AF/I	Demonstrate excellent communication, stakeholder management and relationship-building skills. Ability to work collaboratively across services, suppliers and partners
Skills	AF/I	Evidence excellent strategic, analytical and problem-solving skills. Ability to translate complex technology, risk and service issues into clear advice for senior leaders.
Skills	AF/I	Able to lead, motivate and develop staff. Able to create a customer focused culture that is

		accountable, inclusive and focused on continuous improvement.
Skills	AF/I	Sound understanding of safeguarding, equality, diversity and inclusion legislation. Demonstrates understanding of the importance of safe, lawful and ethical use of children's information and digital systems.

All staff understand that employment on this job description is in line with the current BCC; BCT and Acivico workforce contracts.
In line with your Birmingham workforce contract, it may be reasonable from time to time to request employees to undertake other duties commensurate with your role. These requests should be exceptional. If you find these are anything other than a 'time to time' request, then it will be necessary for the role to be re-evaluated (following NJC Gauge principles) to maintain the integrity of BCC's job evaluation scheme. For reference your contract of employment states: From time to time, you may be required to undertake other or additional duties as we may reasonably require.

At Birmingham Children's Trust, we are dedicated to safeguarding and promoting the welfare of children and young people. We expect our staff to create an environment and culture that promotes equality, diversity, and inclusion and advocate for anti-discriminatory practices and behaviours.