

## ROLE PROFILE

<b>Post Title:</b>	Head of ICT and Digital Change	
<b>Grade:</b>	LC15+ SCP 64 to 67	<b>JE:</b> NA
<b>Location:</b>	Lancashire Constabulary Headquarters	
<b>Responsible to:</b>	Chief Operating Officer	
<b>Responsible for:</b>	ICT and Digital Change	

### Job Purpose:

Develop & deliver a world class ICT function that's meets the needs and demands of the Constabulary

Provide strategic direction and leadership for ICT Services within the Constabulary

Be responsible for the development of a highly capable ICT team which brings technical innovation into the organisation

Delivery an ambitious ICT programme designing and implementing solutions to ensure continuous improvement in the efficiency and effectiveness of service delivery and performance.

Support the development of an IT and digital strategy in order to redesign and transform the Constabulary, engage and empower employees, create efficiencies for the business and innovate to support the ambitions of the organisation.

### Key Responsibilities:

**This is not a comprehensive list of all the tasks which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.**

- Provide leadership and strategic direction to the ICT Portfolio, ensuring and sustaining efficient and effective service delivery aligned to force, operational, and customer needs.
- Act as the organisation's specialist in IT, digital, and data quality based BAU (Business as Usual) and project management activity.
- Be a visible and effective leader, championing a culture of delivering high quality customer centric services.
- Have the ability to generate business insight from data and digital systems in order to drive strategic and tactical business improvements.
- To be responsible for the strategic direction and management of the ICT Strategy, ensuring organisational and operational requirements for the Constabulary are met in the most efficient manner.
- Develop and translate strategies into projects and work plans and ensure delivery on time and to budget.
- Develop, track and control annual IT revenue and capital budgets aligned to business priorities,

developing business case justifications and cost-benefit analyses for IT spend.

- Ensure consistent high-quality IT service delivery to Lancashire Constabulary staff, through appropriate vendor selection and management against robust service level agreements
- The ability to problem solve under pressure and lead the delivery of successful outcomes
- Provide support, guidance and advice to Chief Officers on matters included within the scope of responsibilities.
- Build positive and collegiate relationships with other senior leaders in the force.
- Design, execute and adhere to IT Governance, Security policies and standards, linking closely with the Information Security Team.
- Keep up to date with industry, technology and IT developments / best practice, identifying opportunities and developing compelling business cases to optimise business processes and reduce operating costs through the effective application of technology
- Provide inspirational, ethical, inclusive and values-led leadership of Lancashire Constabulary, promoting cultural reform, force and public sector values and high standards of professional conduct respect for human rights. This should include high levels of self-awareness and a commitment to personal development and personal resilience.
- Demonstrate adaptability to change and comfort in dealing with ambiguity. This should include demonstrating a curious and enquiring approach that is open to new concepts, ideas and approaches.
- To undertake other duties and additional responsibilities as determined by the Chief Officers, consistent with the grading of the post.

## **Dimensions**

### **Framework and Boundaries**

The post holder operates within the context of, amongst others:

- Force Strategies and Policies
- The Crime and Policing Plan and Scheme of Delegation
- HMIC Protocols
- National Plans and Strategies
- Home Office Reports
- Employment Law Legislation
- Police Regulations
- NPCC Guidance
- College of Policing guidance
- Organisational Reviews

### **Important Working Relationships**

#### **Internal/Collaborative Related**

Chief Officers

Seniors Officers and Departmental Heads

Operational Divisions & Depts

OPCC

Provision of advice

Provision of advice & support

Collaboration and joint working

Reporting and updates

Staff Associations & Support Networks

As customers and influencing practice

**External**

Home Office

As required

Other Forces

Collaboration and joint working

College of Policing

Influencing national programmes

Academic institutions

Collaboration and joint working

Other public sector organisations in

Negotiating and influencing practise

Lancashire

**Behaviours :**

The Competency and Values Framework (CVF) has six competencies that are clustered into three groups. These competencies will be incorporated into the interview stage of the selection process.

For more details on these competencies please follow the link provided.

<https://profdev.college.police.uk/competency-values/>

This role is required to operate at or be working towards the levels indicated below:

**Resolute, compassionate, and committed**

Behaviour	Level	To be Identified by
We are emotionally aware	3	Interview
We take ownership	3	Interview

**Inclusive, enabling and visionary leadership**

We are collaborative	3	Interview
We deliver, support and inspire	3	Interview

**Intelligent, creative and informed policing**

We analyse critically	3	Interview
We are innovative and open minded	3	Interview

Please note the link will provide information about all competency levels however you should refer to the level indicated above.

The levels are progressive so for example if level 2 is applicable all the areas in Level 1 & 2 in that competency area would apply to the role.

**Values :**

All roles are expected to know understand and act within the ethics and values of the Police Service. These will be assessed within the application/assessment or interview stage of the recruitment/selection process.

<b>Integrity</b>	<b>Impartiality</b>
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<b>Public Service</b>	<b>Transparency</b>
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<b>Qualification</b>		
<b>Essential</b>	<b>Desirable</b>	<b>To be identified by</b>
Degree in ICT or relevant ICT experience at a management level	Level 7 qualification in a related field.	Application Form
	Full membership of a recognised professional body or chartered qualification in relevant area	Application Form
<b>Knowledge / Experience</b>		
Senior management experience within an ICT function		Application Form / Interview
Demonstrable leadership ability including operating at a strategic level in a complex organisation delivering against agreed objectives		Application Form / Interview
Substantial knowledge & experience of core ICT infrastructure delivering secure & resilient ICT systems		Application Form / Interview
Experience of implementing a Digital Improvement Strategy, preferably in tandem with the delivery of a high quality ICT Service.		Application Form / Interview
	Demonstrable knowledge of digital solutions relating to policing	Application Form / Interview
Experience of developing and delivering strategic ICT solutions		Application Form / Interview
A proven track record of effective and supportive leadership with the ability to operate at executive level within a complex and demanding organisation		Application Form / Interview
Experience of formulating and developing strategies, policies and procedures		Application Form/ Interview
Experience of negotiating & influencing at a strategic level and stake holder management		Application Form/ Interview
Experience of the management and control of budgets		Application Form/ Interview
<b>Other</b>		
An acceptable level of sickness absence in accordance with the Constabulary's Attendance Policy.		Attendance to be checked post interview by Recruitment for internal staff, via references for external applicants
Demonstrate a flexible approach to working hours, practices and work location.		Interview
The ability to travel on Constabulary		Interview

business as required.		
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Please note that the use of the terms "Assessment & Interview" is based upon candidates being successfully short-listed. In addition, the Division reserves the right to select the most suitable candidate based upon any combination of assessments that is deemed appropriate.

**Date last updated: September 2022**