JOB DESCRIPTION

DIRECTORATE: Resources, Transformation and Operational

SERVICE: Transformation Services

POST TITLE: ICT Manager

GRADE: PO5 (£54,143 - £56,293)

REPORTS TO: Head of Transformation

RESPONSIBLE FOR: IT Delivery & Performance Manager; Senior ICT Technician (Infrastructure & Security); Senior ICT Technician (Network & Telecommunications); ICT Technician; Junior Support Technicians; ICT Apprentice; Print Room Operative; and oversight of technical contractors and suppliers.

Include as Appropriate

- ***The post holder will require a DBS Disclosure.***

JOB SUMMARY

To lead, manage and develop the Council's ICT service, ensuring the secure, resilient and effective operation of the Council's technology infrastructure, cyber security arrangements, service desk and reprographics service. The post provides senior technical leadership, strategic lead responsibility and operational oversight to ensure ICT services support day-to-day service delivery and achieve the Council's transformation and service improvement objectives. The post acts as the Council's technical architect for ICT solutions, shaping the design, integration and implementation of technology platforms so that new and existing systems are secure, scalable, interoperable and aligned to business need. This includes providing strategic direction on technical architecture, solution design and future technology choices to ensure ICT investment supports service transformation, resilience and long-term value for the Council.

MAIN DUTIES AND RESPONSIBILITIES:

General

To lead, manage and develop the Council's ICT service, ensuring the secure, resilient and effective operation of the Council's technology infrastructure and cyber security arrangements.

To manage, develop and motivate employees within the ICT service, ensuring resources are deployed effectively to meet service standards and corporate priorities.

To lead on ICT improvement and transformation activity to ensure ICT investment supports service transformation, resilience and long-term value for the Council.

To contribute to service planning, financial planning, procurement activity, budget overview, risk management and continuous improvement across ICT, assisting the Head of Service to monitor budgets and ensure that resources, contracts and technology investments deliver value for money and support the Council's strategic objectives.

To maintain effective governance, documentation, audit readiness and compliance across ICT services, including adherence to relevant legislation, standards, policies and frameworks such as data protection requirements, cyber security guidance, PSN compliance, ITIL principles and internal Council policies.

To ensure adherence to the Council's Health & Safety Policy.

To support, promote and comply with the Council's Equal Opportunities and Fairness Scheme and to ensure the compliance of employees for whom you are directly responsible.

To comply with the Council's Employee Code of Conduct

Specific Duties

These are the core duties and responsibilities unique to the job.

1. Lead the day-to-day management, strategic direction and architectural development of the ICT service, ensuring the Council's ICT infrastructure, systems, networks, telephony, cloud platforms and end-user technology operate securely, efficiently and reliably.
2. Provide senior technical leadership and act as the Council's principal point of escalation for complex ICT issues, major incidents, cyber security matters, solution architecture decisions, technical design assurance and disaster recovery arrangements.
3. Develop, implement and maintain ICT strategies, policies, standards, procedures, infrastructure plans and technical roadmaps that support the Council's corporate priorities, transformation objectives, business continuity requirements and statutory obligations.
4. Oversee the Council's cyber security posture, including risk assessment, vulnerability management, security monitoring, incident response, compliance activity, staff awareness and alignment with recognised guidance and good practice.
5. Manage the ICT service desk, technical teams and reprographics service, ensuring effective customer service, workload prioritisation, performance monitoring and continuous improvement.
6. Lead and oversee ICT projects and change activity, ensuring appropriate governance, planning, risk management, technical assurance, stakeholder engagement and delivery against agreed scope, timescales and budgets.
7. Manage and maintain the Council's ICT estate, including server infrastructure, networks, communications systems, backup and disaster recovery

arrangements, cloud services, mobile device management, software deployment, licensing and asset management.

8. Act as the technical architect for ICT solutions across the Council, assessing business requirements, defining appropriate technical designs, ensuring integration with existing platforms, challenging solution proposals where required and assuring that new technologies are secure, supportable, scalable and aligned to the Council's ICT strategy.
9. Provide expert advice, strategic recommendations and solution architecture guidance to senior managers, elected Members, service managers, project boards and governance groups on technical options, cyber security risks, ICT investment, system compatibility, integration, service resilience and future technology requirements.
10. Manage relationships with third-party suppliers, contractors, consultants, partner authorities, professional bodies and government or regulatory organisations, including negotiation of technical requirements, service levels and resolution of complex or contentious service issues.
11. Manage ICT procurement and contracts within service budget
12. Exercise stewardship of the highest order in relation to budgets and other resources in pursuance of the Council's aims and objectives and in accordance with the Council's Standing Orders and Financial Regulations, including the co-ordination, production, management and monitoring of the service's budget and performance.
13. Ensure ICT services comply with relevant legislation, audit requirements, Council policies, procurement rules, contract regulations, accessibility expectations, data protection requirements and recognised ICT service management standards.
14. Ensure ICT services comply with information governance requirements and provides advice on the technical elements of council wide Data Protection Impact Assessments.
15. Plan and prioritise ICT resources in response to operational pressures, major incidents, project demands, service requests and competing corporate priorities, balancing technical risk, customer impact, value for money and organisational need.
16. Oversee reprographics and printing operations, ensuring quality, confidentiality, equipment maintenance, workflow efficiency, cost effectiveness and timely delivery of printed materials to support Council services.
17. Produce reports translating technical information and risk into clear advice, options and recommendations for senior leaders and elected members.
18. Develop effective relationships with external partners and partner Councils to identify opportunities for collaboration

19. Maintain awareness of emerging technologies and standards and apply them to your role.

Date Issued: 27/10/2026

Issued by: Amy Callaway, Head of Transformation Services