

Director – Digital and Customer Experience

Job Purpose

As a member of the Council's extended Leadership Team, the Director - Digital and Customer Experience provides strategic leadership and corporate accountability for digital, technology and customer experience across the organisation and across system to support delivering outcomes for Nottinghamshire's residents and communities.

The role exists to ensure that the Council's "front door" is effective, accessible and consistent across all services and access channels enabling residents to get the help they need quickly and confidently, supporting "right first time" resolution wherever possible. The postholder will ensure customer experience standards, accessibility and inclusive design are embedded across service design and delivery, reducing avoidable contact ("failure demand"), improving trust and satisfaction, and ensuring that no resident is excluded from accessing services.

The postholder will set the strategic direction for digital and technology, translating the Council's ambitions and corporate priorities into a clear, affordable, and deliverable digital and technology strategy and roadmap. You will ensure the Council has secure, reliable and modern technical foundations, while leading the effective use of technology and innovation to redesign services, improve productivity and support public service reform.

The Director will act as a senior adviser to Members and the Corporate Leadership Team, bringing professional leadership, commercial judgement, and external insight to shape decisions and investment across the Council.

Outcomes and how you achieve them

An accessible, effective and trusted customer experience.

By providing clear strategic leadership for customer access and experience, ensuring the Council's front door is consistent, inclusive and easy to navigate across all channels. Establish and maintain customer experience standards that support "right first time" resolution, reduce avoidable contact and ensure no resident is excluded from accessing services.

Digital and technology that enable better outcomes and productivity.

By setting and delivering an organisation-wide digital and technology strategy aligned to public service reform, transformation priorities and long-term financial sustainability. Ensure technology is used purposefully to redesign services, improve productivity and support better outcomes for residents and communities.

Secure, resilient and value-for-money technology foundations.

By providing corporate assurance that the Council's technology estate is reliable, secure, modern and affordable. Ensure clear understanding and management of digital risk, cyber security, cost and benefit, enabling confident decision-making and continuity of service delivery.

Integrated digital enablement of transformation and reform.

By working in close partnership with the Assistant Chief Executive – Public Service Reform to embed digital, data and technology into service design, transformation and system change. Ensure insight, user-centred design and accessibility are integral to change programmes, enabling scalable and sustainable operating models.

Strong governance, assurance and commercial management.

By establishing effective governance, assurance and commercial oversight of digital, ICT and customer investment, programmes and suppliers. Act as an intelligent client, ensuring benefits realisation, value for money and alignment with strategic priorities.

Collective leadership accountabilities and responsibilities

- Provide collective leadership as a member of the Senior Leadership Team, contributing to the delivery of the Council's Corporate Plan, financial strategy and transformation ambitions.
- Lead and shape digital, technology and customer access at a corporate and system level
- Provide strategic advice and assurance to Members and senior officers on digital opportunity, cyber security, risk, investment and performance.
- Champion modern ways of working, digital inclusion, accessibility and the effective use of data and insight across the organisation to drive continuous improvement.
- Lead cross-cutting corporate initiatives that rely on strong digital, technology and customer foundations.
- Promote a culture of innovation, continuous improvement and collaboration, ensuring the organisation is future-ready.
- Value and champion equality, diversity and inclusion in digital services, service access and workforce leadership.

Service Responsibility

Digital and customer strategy and leadership – Set clear strategic direction for digital, technology and customer experience, aligning investment and delivery to the Council’s Corporate Plan and service ambitions, informed by user insight and emerging best practice.

User-centred service design and delivery – Lead the redesign of priority services around customer journeys, starting with our website and ‘front door’, embedding user research, accessibility, and inclusive design to improve satisfaction, outcomes and trust in public services.

Digital enablement and modernisation – Drive the adoption of digital, automation and data-enabled solutions that simplify processes, improve productivity and enable scalable, resilient service delivery within available resources.

Insight-driven improvement and assurance – Use digital and customer insight to understand demand, monitor performance and identify opportunities for continuous improvement, ensuring technology and channels deliver measurable value for residents and the organisation.

Technology and IT strategy, architecture and roadmap – Set the strategic direction for enterprise technology, IT infrastructure and architecture, ensuring platforms, systems and integrations are secure, resilient, standards-based and aligned to digital, data and service transformation ambitions, while managing technical debt and legacy risk.

IT service management and operational resilience – Provide senior leadership for IT operations and service management, ensuring reliable, high-quality and cost-effective technology services through strong ITIL-aligned practices, including incident, problem, change and asset management, with a clear focus on service availability, performance and user experience.

Infrastructure, cloud and workplace services – Oversee the design, operation and evolution of core infrastructure, cloud platforms, networks and end-user computing, ensuring services are scalable, resilient and support modern, flexible ways of working across the organisation.

Cyber security, risk and compliance – Act as the Council's senior responsible officer for cyber security, information risk and technology assurance, ensuring proportionate controls, resilience planning and compliance with statutory and regulatory requirements, and providing assurance to Corporate Leadership Team and Members.

Enterprise architecture and standards – Lead and enforce enterprise architecture principles, digital and IT standards, and governance that enable interoperability, reuse and value for money, while supporting innovation and service-led delivery.

Technology investment, sourcing and supplier management – Lead technology investment planning, commercial models and supplier relationships, ensuring value for money, effective contract management and alignment between strategic intent, delivery capability and operational sustainability.

Responsible for effective management of people, financial and other resources within the service, including management of risk, delivery within a balanced budget and securing value for money and efficiencies.

Budget responsibility for: Gross Budget £ Net Budget £m

Direct line management for: Heads of Service

Reports to: Executive Director (Strategic and Enabling Services)

Total employees in your department: (FTE), (headcount)

Person Specification

Education and Knowledge

1. An education to degree level or equivalent, at a senior level or wide-ranging experience which demonstrates a similar level of ability and intellect.
2. Relevant management qualification, at a senior level, or extensive experience in digital/ICT setting which demonstrates a similar level of ability and intellect.
3. Evidence of continuous professional development
4. Knowledge and understanding of the trends, developments, political and legislative framework of local authorities within the context of a complex multi-service environment.
5. Understanding of the frameworks necessary to establish and drive a positive performance culture, effective performance and service quality evaluation, driving up standards and performance.

Personal skills and general competencies

Ability to:

1. Act as a system leader, working collaboratively across organisational and sector boundaries to improve outcomes
2. Make a strategic contribution to a large, multi-functional organisation of comparable scope and complexity with the ability to make effective decisions under pressure.
3. Manage transformational change and capacity to achieve identifiable and measurable outcomes and deliver services within approved budgets.
4. Lead by example, being aware of personal impact on others, demonstrating genuine concern for others, and instilling a sense of purpose and direction.

6. A sound understanding of the financial issues related to local government and experience of budget processes with a corporate impact.
7. Understanding and appreciation of the political relationships and processes within local government and the implications for policy making and action planning.
8. Strong knowledge of digital, data and technology trends, standards and best practice relevant to public services.
9. Strong understanding of cyber security, risk management and regulatory compliance.
10. Strong financial acumen, with experience of managing large and complex budgets and investment decisions.

Experience

1. A proven track record of successful senior leadership in digital, IT, technology roles within a large, complex organisation.

5. Act with integrity in a way that is in accordance with the professional standards, values and behaviours of the Council and model and exemplify these consistently.
6. Contribute to the development of an organisational culture which embraces change and innovation and enables employees to feel empowered and valued.
7. Lead, motivate and develop individuals and groups of employees in a multi-disciplinary environment.
8. Influence, negotiate and challenge constructively, building effective relationships with Members, senior leaders, partners, regulators and external bodies.
9. Translate complex technical issues into clear, accessible advice for non-technical audiences.
10. Think in the longer term and to translate a long term-vision into a realistic strategy and delivery mechanisms.

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| <ol style="list-style-type: none"> 2. Demonstrable experience of setting and delivering digital and technology strategies that enable organisational change and improved outcomes. 3. Experience of leading major transformation programmes and managing complex portfolios of change. 4. Successful participation in and contribution to the formulation of cross-cutting strategies within a large, multi-service environment to improve service delivery and meet customer need. 5. Achievement in successfully managing service delivery and development and translating organisational ambitions into real achievement and success. 6. A record of successfully engaging with others, building positive relationships with a variety of partner organisations, private sector providers, Government, public agencies and statutory authorities. 7. Achievement of broad cultural and behavioural change to develop services and achieve objectives. | <ol style="list-style-type: none"> 11. Develop effective relations with councillors and senior managers to promote corporate working. 12. Demonstrate innovation and creativity in response to service and financial constraints and conflicting demands. 13. Drive the maximisation of the use of the latest technology and ways of working to meet the needs of the organisation. 14. Demonstrate excellent communication skills and develop these across a complex organisation. 15. Demonstrate highly developed networking, advocacy, oral, written and presentation skills, with the ability to relate to and work and communicate with people at all levels. 16. Promote diversity, tackle discrimination and the barriers that prevent equal access and pursue an organisational commitment to equalities, in service improvement, digital services development and staff management. |
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The post holder will perform any duty or task that is appropriate for the role described	



**Nottinghamshire
County Council**