

Job Description

Details of the job	
Post title:	Digital Services Architect
Salary grade:	44,632k – 49,298k
Hours:	37 hours per week, full-time
Location:	Northampton, Cambridge, Milton Keynes and other sites as required
Reports to:	Head of LGSS Digital
Service area:	LGSS Digital Service, IT Services

Overall purpose of the job

To act as digital transformation lead/consultant/delivery manager with a designated partner or customer to enable the delivery of the next generation of Digital public services, and a culture shift that drives change to support our shareholders, partners and customer organisations.

Be an expert in the field of user centric digital service design principles and drive and support cultural change initiatives within the designated partner organisation to deliver to these principles.

Main accountabilities

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1.	Provide digital consultancy and support to senior managers, boards and service areas, to guide and direct Digital First strategies both in the design and delivery phases.
2.	Engage with service areas to identify opportunities and understand priorities for development under Digital First initiatives
3.	Lead the adoption of user centred service design techniques and provide resources and processes to guide multi-disciplinary teams engaged in digital delivery.
4.	Work closely with partner organisations, coaching and influencing to ensure that digital delivery teams deliver world-class services.
5.	Promote positive team working, collaboration and customer-focussed outcomes within LGSS and with our partners and customers
6.	To support the Head of LGSS Digital in growing the LGSS Digital service, engaging with new and potential customers.
7.	Preparation of options analysis and business cases to support digital programmes and/or new customers onboarding.
8.	Preparation of cost appraisals from programme to product level, depending on customer requirements.
9.	To work with LGSS colleagues and partner organisations to ensure that appropriate organisational governance is applied to projects and developments.

10.	To have a flexible approach to work, acting within the broad nature and scope of the job description.
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Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Degree	Computing or similar, or qualified by experience with a demonstrable working knowledge in a similar environment.	Essential
Postgraduate	Management studies or similar	Desirable
Certification	Agile/User centred service design	Desirable

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Digital service design	Good understanding of the field of digital service design, able to apply technology solutions to solve customers' service problems and priorities	Essential
Customer needs	An understanding of the services offered by our partner organisations, their challenges and how digital first initiatives may support them in meeting those challenges.	Essential
Service management	An understanding of effective IT service management processes, (ITIL) in order to ensure that change is effectively managed.	Essential
Technology base	Detailed understanding of current technologies, including server (hardware) platforms, operating systems, network infrastructures, applications, delivery channels and project management methodologies.	Desirable
Skills		
Leadership	A highly effective leader, able to bring together a diverse group of people and create the conditions for them to become a highly performing, creative team.	Essential
	Persuasive, passionate about the service, able to enthuse and motivate others.	Essential
	Tenacious and resilient, in the face of	Essential

	resistance, able to persuade others to adopt and different stance.	
Project management	Highly developed project management and time management skills	Essential
	Able to drive through difficult change	Essential
Communication	Able to communicate with a wide range of audiences through a variety of different media. Also able to translate complex IT terminology and concepts into everyday language	Essential
	Able to demonstrate gravitas with the ability to influence and persuade the acceptance of new ideas and concepts at board and director level	Essential
Results	Performance focussed and able to deliver real tangible results for the customer	Essential
Experience	Experience of delivering agile IT projects within a multi-disciplinary team	Essential
	Experience of leading and engaging with technical and non-technical staff	Essential
	Experience of delivering within an IT support or development environment	Essential
	Experience of delivering presentations and engaging with wide ranging groups of staff and customers.	Essential
	Experience of working in a local government environment	Desirable

Disclosure level

What disclosure level is required for this post?	None	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into?	Fixed	Flexible	Field	Home
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