[Department logo]

**[Department]**

**Chief Technology Officer**

**Applicant Information Pack**

 

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Dear Applicant,

Thank you for expressing interest in the Chief Technology Officer (CTO) position.

[Introductory paragraph: responsibilities and vision of the department]

Government is resetting its approach to technology. In the past, senior technology leaders in the public sector have become too focused on the maintenance of large-scale, long-term outsourcing contracts. Systems and services have suffered from inflexibility, complexity and inefficiency.

This is a rare opportunity to lead a large-scale programme of change that will radically improve how the civil service works and how government interacts with citizens. We are looking for candidates who can apply on the ground experience of driving the transformation of organisations, not those who will maintain the status quo. Their task will guided by some fundamental principles; putting the needs of users first, focusing on delivery and outcomes over process, and making the most of openness - open standards, open source, open data and open markets.

This role is about moving government away from using technology stacks and siloed systems and putting the delivery of world-class digital services on a modern technological footing. It will mean the government bringing high-quality technological capability back into departments in order to drive real business transformation. The success of the chosen candidate will ultimately be measured against their delivery of technology that enables the next generation of digital public services, and the civil service best-in-class working environments.

[Watch Liam Maxwell, Government CTO, describing the new approach CTOs will follow across government](http://youtu.be/mVuJPk8Kf3U) and some of the guidance available to them in the [Government Service Design Manual](https://www.gov.uk/service-manual).

The role of the Chief Technology Officer is to:

* Deliver technologies and systems that meet the needs of the department’s digital service users and staff
* Provide strong leadership and senior-level advocacy for the delivery of technology solutions - both IT and digital - that support department’s current and future business transformation programmes.
* Define the strategic direction and business priorities for the development of the department’s technology, ensuring that digitally driven solutions and services are fully supported by the right architectures and systems, and that dependence on existing legacy systems and contracts is dramatically reduced.
* Give effective management to technology deputy directors, setting clear delineation and priorities, and making sure that there is strategic coherence between technology and digital on cross-cutting issues such as user needs and security.
* Embed the delivery of a sustainable, high quality technology capability across the department, and a complementary commercial strategy to deliver business transformation.
* Bring a deep knowledge of the technology landscape and marketplace to the department, and ensure that it makes effective use of modern standards and solutions
* Work with the Cabinet Office, HM Treasury and other departments as the Department’s Technology Leader to exchange best practice, develop cross-government strategic direction and deploy commodity shared services within the department.

We thank you for taking the time to read this pack, and look forward to receiving your application.

**Job Description**

**Primary Responsibilities**

The main responsibilities of the post are:

* Delivering projects or programmes with a strong understanding of agile project management methodologies, change and risk management and the interaction between product development, implementation and support services
* Defining the problem, vision and solution for the business and cultural change required to drive technology transformation, and introducing new processes and procedures to ensure business and service improvements are achieved
* Prioritising and driving the successful delivery of programmes and projects within relevant time and costs constraints and to the appropriate level of quality
* Working with the Cabinet Office to shape the government’s strategic approach to mission IT, including security, procurement, governance, and capability building
* Assuring digital services comply with the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default) ahead of being launched on GOV.UK, and that IT projects are delivered in line with a [technology code of practice](https://www.gov.uk/service-manual/technology/code-of-practice.html)
* Building a culture of data-driven delivery within the department, and ensuring the delivery and iteration of technology services is support by effective analysis of the financial benefits of taking an agile, open, user-driven approach
* Baseline, develop and monitor department technology-related budgets, costs, forecasts and related performance information
* Actively participating in cross-departmental process improvements, ensuring technology is strategically designed and implemented on a departmental, user-focused basis rather than projecting an organisation's internal structures
* Driving forward changes to the provision of internal IT services across the department, including oversight of existing internal teams that manage these services on a day to day basis, and liaison with the centre on the implementation of shared commodity services
* Advocating and explaining the need for technology transformation to board-level senior officials, Ministers and external stakeholders

**Person Specification**

**Leadership**

The successful candidate will be an exceptional leader with the proven ability to set a strong direction and convey a persuasive future vision at all levels of an organisation. [Watch Baroness Lane-Fox (UK Digital Champion), Ian Trenholm (Chief Operating Officer, Defra) and Antonia Romeo (Director General, MoJ)](http://youtu.be/Oi_n3rAjs40) discuss the importance of digital leadership in government.

Previous experience of leadership in government is not required, but you will be expected to quickly get up to speed with the department’s existing culture and processes - not least so you are in a stronger position to shape and develop it.

We are looking for a candidate with the ability to:

* Be highly articulate and credible at the most senior level across and outside the civil service, consistently delivering inspiring, engaging and meaningful messages about the future direction;
* Champion the strategic importance of people, talent management and development issues, building a strong culture of continuous learning and knowledge sharing between specialists and generalists;
* Take a strategic perspective to identify the capability needs of the Department and identifying and nurturing future leaders through well defined succession planning;
* Embed a culture of value for money, working collaboratively across boundaries to ensure that the Department maximizes its strategic outcomes within the resourcing available;
* Build a performance culture that is orientated to tangible delivery outcomes and rewards those appropriately;
* Create a directorate that is viewed as an exemplar of high quality technology transformation across the civil service and beyond, making it an enviable environment to work in
* Shape, promote and exemplify desired departmental and civil service values and culture

**Job specific skills:**

* Demonstrable and practical experience at a senior level, in public or private sector, of working with senior colleagues to deliver transformational change to business processes and systems, to deliver cost savings and service improvements for customers
* Experience of leading transformation programs inside/outside government
* Digitally literate and capable of effectively engaging with technical staff, suppliers and stakeholders to define the best approach to service design to achieve business/user objectives
* Experience of innovative approaches to sourcing services, and of managing relationships with large suppliers
* Experience of developing technology strategies and managing the delivery of associated technical services, solutions and architectures and technologies
* Understanding and experience of using of agile project management techniques and working practices, open source, cloud platforms and digital services
* Managing senior stakeholders, both internally and externally, and confidence in dealing with, and influencing, senior officials, and producing clear and non-technical advice on complex issues
* Experience of leading a review of an existing IT function and then defining and delivering a programme of improvements to its internal processes, structures and capability.
* Awareness and understanding of industry standard security issues and processes, including understanding of HMG’s security policy framework.
* Experience of defining system architectures for large, technology-driven organisations
* Awareness and understanding of Data Protection law and regulations.
* Awareness and Understanding of Business Continuity principles and BS25999
* Strong estimation and budget scoping skills
* Demonstrable experience (past or present) in coding languages, including at least one of Ruby, Java, C++, C# or .Net
* Demonstrable experience of working with modern network management solutions (MPLS or similar); utility or commoditised hosting environments; cloud-based procurement
* Managing tight resource constraints, conflicting priorities and a dynamic programme would be highly beneficial
* Ability to work under pressure and to respond quickly to changing circumstances and to tight timetables

**Reporting lines**

The post-holder will report to the [Chief Operating Officer]. There are [xxx] direct line reports who will be managed by this post.

**This role - context**

[What has happened to date]

[How the role is expected to transform the department]

[Future priorities and challenges]

**Terms and Conditions**

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# Equal Opportunities

We value and welcome diversity. We aim to develop all our staff to enable them to make a full contribution to meeting the Department's objectives, and to fulfil their own potential on merit. We will not tolerate harassment or other unfair discrimination on grounds of sex, marital status, race, colour, nationality, ethnic origin, disability, age, religion or sexual orientation. We will promote and support the use of a range of flexible working patterns to enable staff to balance home and work responsibilities; and we will treat people fairly irrespective of their working arrangements.

Under the terms of the Equality Act 2010, we are legally required to consider making reasonable adjustments to ensure that disabled people are not disadvantaged in the recruitment and selection process. We are therefore committed to meeting, wherever possible, any needs you specify in your application. We will also consider any reasonable adjustments under the terms of the Act to enable any applicant with a disability (as defined under the Act) to meet the requirements of the post.

The Department uses the ‘two ticks’ Disability Symbol, showing it is an employer which has a positive attitude towards applications from disabled people. The Department also offers a Guaranteed Interview Scheme (GIS) for all disabled applicants. We are committed to interviewing all applicants with a disability who provide evidence of meeting the minimum requirements necessary for the post, as set out in this applicant pack.

To be eligible, your disability must be within the definition laid down in the Equality Act 2010. A disabled person is defined by the Equality Act 2010 as someone who has a physical or mental impairment, which has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities.  For the purposes of this policy, these words have the following meanings:

* ‘substantial’ means more than minor or trivial
* ‘long-term’ means that the effect of the impairment has lasted, or is likely to last, 12 months (there are special rules covering recurring or fluctuating conditions)
* ‘normal day-to-day activities’ include everyday things like eating, washing, walking and going shopping.

Should you consider yourself eligible to apply for this post under the GIS, please complete the relevant section of the application form.

# How to Apply

To apply for this post, please provide the following information:

* a comprehensive CV setting out your career history with key responsibilities and achievements;
* a supporting statement of up to three sides of A4, explaining how you believe your skills and experience match the leadership and role specific requirements of the post.
* your evidence should also clearly show what draws you to the post and why you think you would make a success of it.
* if appropriate, please complete and submit a Guaranteed Interview Scheme Declaration (enclosed) for people with disabilities; and
* a completed Nationality and Immigration Form (enclosed). This form is mandatory.
* if applying internally on promotion, a recommendation from your line manager, on no more than two sides of A4, assessing you against the leadership criteria and job specific skills

Applications should be sent to [recruitment contact] to arrive no later than [**xxxx]**.

For any additional information on this role, please contact [xxxx]

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## The role of the Civil Service Commissioners

The recruitment process will be run under the rules and guidelines set down by the Civil Service Commissioners. The Commissioners have two key functions.

The first is to maintain the principle of selection for appointment to the Civil Service on merit on the basis of fair and open competition. For the most senior posts in the Civil Service, the Commissioners discharge their responsibilities directly by overseeing the recruitment process and chairing the final selection panel.

The second is to promote an understanding of the Civil Service Code, which sets out the constitutional framework in which all civil servants work and the values they are expected to uphold, and to hear and determine appeals made under it. A copy of the code can be found at: [Civil Service Code](http://www.civilservice.gov.uk/about/values/cscode/index.aspx) or a hard copy is available on request.

## Complaints under the Civil Service Commissioners’ Recruitment Code

The Department’s recruitment processes are underpinned by the Civil Service Commissioner’s Recruitment Principles which outline that selection for appointment be made on merit on the basis of fair and open competition.

If you feel your application has not been treated in accordance with the values in the Civil Service Code/if you feel the recruitment has been conducted in such a way that conflicts with the Civil Service Commissioner’s Recruitment Principles, you may make a complaint.

If you are not satisfied with the response you receive from the Department, you can contact the Office of the Civil Service Commissioners.

<http://www.civilservice.gov.uk/recruitment/background>