[Department logo]

**[Department]**

**Head of Business IT**

**Applicant Information Pack**

 

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Dear Applicant,

Thank you for expressing interest in the Head of Business IT 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 be part of 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 their 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. We are looking for a highly experienced candidate who is able to manage the orderly retirement of existing legacy systems and contracts in such a way that maintains service integrity while ensuring that digital services are built on modern technology that meets the needs of users. The candidate will also be responsible for deploying common infrastructure services that will delivered by the Cabinet Office. The success of the chosen candidate will ultimately be measured against the ability of the department to eliminate dependency on legacy and deploy technology that enables the next generation of digital public services.

[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 Head of Business IT is to:

* Lead the management and retirement of existing legacy systems while ensuring that core technology services are delivered at a high level of quality for the public and staff.
* Define the strategic direction for supplier contract arrangements and legacy retirement that supports the department’s technology transformation priorities, ultimately ensuring that digitally driven solutions and services are fully supported by the right architectures and systems, while avoiding dependence on existing legacy systems.
* Give effective line management to a team of technical staff, demonstrating familiarity and competence with a range of technical and project management concepts, setting out clear delineations of responsibilities and priorities, and making sure that they have excellent opportunities for career development.
* Manage contractual arrangements with external suppliers of technology services, ensuring that knowledge is effectively transferred from unrenewed contracts and delivering exceptional value for money from the department’s technology spending.
* Deploy a suite of agreed common services made available across government, ensuring that they meet the department’s user needs whilst delivering value for money.
* Support the CTO in working with the Cabinet Office, HM Treasury and other departments to exchange best practice, adhere to defined standards, and develop cross-government strategic direction.

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

**Job Description**

**Primary Responsibilities**

The main responsibilities of the post are:

* Aligning the management and retirement of legacy technology systems to the wider technology transformation of the department, and introducing new processes and procedures to ensure business and service improvements are achieved
* Demonstrably improving the department’s ROI on technology spending, and reporting this against outcome-based performance metrics
* Prioritising and driving the successful retirement of legacy systems within relevant time and costs constraints while maintaining an appropriate level of quality
* Working with the Chief Technology Officer to shape the department’s strategic approach to technology, including security, procurement, governance, interactions with digital services and capability building
* Working alongside IT project colleagues to assure that any new mission IT projects are delivered in line with the government’s [technology code of practice](https://www.gov.uk/service-manual/technology/code-of-practice.html), and digital services are delivered in line with the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default)
* Supporting 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
* Managing legacy contracts with existing third-party suppliers to ensure that they deliver services that flexibly meet user needs, deliver excellent value for money and any transferred knowledge is fully absorbed within the organisation
* Working with the Cabinet Office to define the scope and application of common service provision for cross-government commodity infrastructure technology
* Implementing common service solutions in such a way that improves the quality of IT service the department provides for its staff, while delivering greater flexibility and value for money
* 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
* 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 a strong 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 for this role, but you will be expected to quickly get up to speed with the department’s technology architecture, culture and processes.

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 team that is viewed as an exemplar of high quality across the civil service and beyond, making the department an enviable environment to work in
* Shape, promote and exemplify 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 successfully negotiating with large system integrator firms and/or other large third-party contractors inside or outside government
* Digitally and technically 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
* Familiarity with a wide variety of programming languages, including those more likely to be associated with legacy systems (eg COBOL)
* Experience of developing legacy retirement or transition strategies while managing the ongoing delivery of 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
* Experience of effectively managing relationships with and influencing senior stakeholders, and producing clear and non-technical advice on complex issues
* Awareness and understanding of industry standard security issues and processes. An understanding of HMG’s security policy framework would be an advantage.
* Awareness and understanding of Data Protection law and regulations.
* Awareness and understanding of Business Continuity principles and BS25999
* Strong estimation and budget scoping skills
* Experience of managing tight resource constraints, conflicting priorities and a dynamic programme would be highly beneficial
* Ability to develop excellent relationships with a wide range of senior stakeholders and technical experts
* 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 Technology 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

The Department is committed to being an equal opportunities employer. 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 Commissioners’ 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 Commissioners’ 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>