[Department logo]

**[Department]**

**Chief Digital Officer**

**Applicant Information Pack**

 

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Dear Applicant,

Thank you for expressing interest in the Chief Digital Officer 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 their on the ground experience of driving the transformation of organisations, not those who will maintain the status quo. CDOs will be executives with the operating experience, management skills, strategic mindset and vision to lead the civil service into an increasingly digital future. 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 outsourced services driven by legacy systems. The CDO will deliver world-class digital services on a modern technological footing based on user needs. It will mean the government bringing high-quality technological capability back in house in order to drive real business transformation. The success of the chosen candidate will ultimately be measured against their delivery of the next generation of digital public services, and a culture shift that drives change across the department.

[Watch Francis Maude MP, Minister for the Cabinet Office, briefly describing the government’s digital strategy](http://youtu.be/o-m6l4keQc8).

The role of the Chief Digital Officer is to:

* Deliver digital by default public services, providing strong, visionary leadership in line with the transformation programme set out in the department’s digital strategy.
* Define the long-term strategic goals of the digital directorate to ensure that digital services designed to meet user needs and be iteratively improved over time are at the heart of the department’s interaction with citizens and businesses.
* Support the flexible, cost effective transformation of the department’s technology estate by working with the CTO and COO to leverage agile development techniques, open source solutions, open standards to deliver solutions that support digital services.
* Lead the recruitment and embedding of a sustainable digital capability across the department, and a complementary culture change strategy to widen all staff’s awareness of digital approaches and tools.
* Work with the Cabinet Office, HM Treasury and other departments as the Department’s Digital Leader to exchange best practice, develop cross-government strategic direction and deploy shared services.

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 digital services that meet the [Digital by Default Service Standard](https://www.gov.uk/service-manual/digital-by-default) before they are launched on GOV.UK
* Underpinning the delivery and iteration of digital services with effective analysis, ensuring that performance data drives the delivery and improvement of individual services, and increases the quality of management information throughout the organisation
* Implementing significant business and cultural changes across the department and introducing new processes and procedures, to ensure agile, iterative development and operation of digital services is successful.
* Providing leadership to the department’s digital Deputy Directors, and high-level contract management support with procurement suppliers
* Acting as a strong advocate for digital solutions and approaches, both across the department and at Board-level
* Driving the successful delivery of digital projects within time and cost constraints
* Support colleagues in driving changes to the provision of IT services across the department
* Working with technical teams at all levels, from design through to development and implementation.

**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 that culture around the delivery of digital services.

We are looking for a candidate with the ability to:

* Shape, promote and exemplify desired departmental and civil service values and culture
* 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 digital transformation across the civil service and beyond, making it an enviable environment to work in

**Job specific skills:**

* Demonstrable and practical experience at a senior level, in public or private sector, of delivering transformational change to business technologies and processes, to deliver cost savings and service improvements for customers
* 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. Detailed technical expertise is not essential, but the ability to manage developers and ask the right questions is a minimum requirement.
* A high degree of market awareness, with demonstrable experience of innovative approaches to procuring services and of managing relationships with suppliers
* Experience of developing technology transformation strategies and managing the delivery of associated technical services, solutions while balancing tight resource constraints, conflicting priorities and a dynamic programme
* Experience of current agile project management practices, open source, cloud platforms and digital services
* Ability to manage senior stakeholders, both internally and externally, and confidence in dealing with, and influencing, senior officials and Ministers, 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. An understanding of HMG’s security policy framework would be an advantage.
* Ability to develop excellent relationships with a wide range of senior stakeholders and technical experts, and to coordinate the delivery of complex and multi-faceted programmes and policy approaches
* 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**

**Contract / Post**  
[to include]

**Reward**  
The role is SCS pay band 2, which ranges from £82,900 to £162,500.

Applicants currently holding a permanent post in the Civil Service should note that, if successful, their salary on appointment would normally be determined by applying the usual Cabinet Office salary progression rules.

**Location**

[to include]

**Pension**  
The Civil Service offers a choice of two pension schemes giving you the flexibility to choose the pension that suits you best.  The nuvos pension scheme is an occupational defined benefit pension scheme, whilst the partnership pension account is a stakeholder pension with a choice of providers.  Both provide good quality ways of saving for retirement.  For more information, please visit the Civil Service pension’s website: <http://www.civilservice-pensions.gov.uk/>

**Restrictions**  
While in post there will be certain restrictions on political activities. Applicants should also note that there may be restrictions placed upon their ability to move to some business appointments once they have left this position.  
  
**Annual Leave**  
There will be 30 days’ paid annual leave plus 10½ days public and privilege holidays.

**Conflicts of Interest**

If you or your partner has any actual or potential conflict of interest with the activities of the department, this should be declared clearly in your application. Any indirect association of this kind through any other family member or partnership should also be disclosed.

**Appointment and Confidentiality**  
The offer of a job will be made subject to satisfactory references and security clearance. The successful applicant will be required to sign the Official Secrets Act, adhere to the Civil Service Code and to exercise care in the use of official information acquired in the course of official duties, and not to disclose information, which is held in confidence.

If the role is a regulated post, then the job offer will be made subject to the receipt of a satisfactory enhanced CRB check. A regulated post would have either: direct and regular contact with children or vulnerable adults, access to sensitive or personal information about children or vulnerable adults or involve giving advice to children over the telephone or other form of electronic communication including the internet and mobile telephone text messaging.

# 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 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>

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