

ICT Client Relationship Manager

up to £57, 525 - incl of up to 10% PRP

Over the last few years, we've been on a huge transformation, bringing our ICT department back in-house. This is a big change for the business, as we re-establish the confidence in a wholly insourced service. It's given us the opportunity to be ahead of the curve, adopting cutting-edge technology and innovating the structure of our systems. In fact, while other councils have only just started to think about an approach like this, we're already using technology similar to the private sector. It's an exciting opportunity to influence 'what's next', connect our ICT department with the wider organisation, and deliver tangible, positive outcomes for both the council and our local community.

As an ICT Client Relationship Manager, you'll connect the department with the rest of the business. In fact, you'll facilitate a 'single point of contact' for all key internal and external stakeholders. Ultimately, you'll see to it that the relevant and appropriate technology solutions are being offered and implemented, delivering business needs and priorities. You'll also keep abreast of all technical programmes and projects delivery, and ensure the business is aware of the progress being made. It's about making sure ICT related considerations are incorporated into every aspect of business and service planning, and that solutions both benefit the business, as well as embrace the use of technology and digital capabilities. And as a member of the ICT management team, you'll contribute to devising the Council's strategic ICT direction – implementing agreed priorities and driving forward change.

With experience of managing or leading ICT teams, you'll come to us with an ITIL and PRINCE2 certification, or equivalent training or experience. As someone who connects the wider business, it's vital you have good written, verbal and numeracy skills. You must also bring a proven track record of sustained and successful service improvements, and managing high-value, high-impact programmes on time and on budget. This would have been done in a senior manager role. You'll also need a strong background of managing effective business-focused systems and processes, as well as leading a multi-disciplinary team in a large organisation. Due to the nature of the role, it's important you can work out of hours, including weekends, and provide an on-call service.