

## Head of Digital Services Delivery

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**Department:** Cabinet Office

**Section:** Modernisation and Digital

**Reports to:** Director – Digital Services

**JE Ref:** CB1006

**Grade:** CS15

**JE Date:** 28/02/2023

### Job purpose

The Head of Digital Services Delivery is responsible for the delivery of digital transformation programmes, including Government wide delivery as well as specific domain focussed teams.

The Head of Digital Services Delivery is responsible to transform the data that underpins the Digital Services of the Government of Jersey and drive Continuous Innovation which identifies and also delivers small-scale change.

### Job specific outcomes

- Lead and deploy project management capabilities to digital projects involving the transformation of Government Services to its citizens.
- Monitor and control all financial, programming and quality matters at the project delivery stage, and advise project boards and other appropriate committees at the earliest opportunity of significant risk management issues as appropriate.
- Lead the client departments in the scoping and framing of the citizen requirements to ensure that they are prioritised in accordance with the Strategic digital roadmap.
- Direct the commissioning, procurement and management of technical resources to deliver digital projects, ensuring that Government procurement protocols are met and the Public Finance Law adhered to.
- Accountable for the identification and delivery of priority activities to ensure the delivery of programme objectives, holding operational teams to account for the delivery of these objectives and associated benefits.
- Cross-government lead for quality and performance improvement, drive operational teams to deliver sustainable change, and as exemplify the use of delivery methodologies and continuous improvement tools and techniques.
- Accountable for leading Digital Programme, Project, Change and Test Managers to deliver digital programmes effectively across the Government of Jersey.

- Accountable to the Digital Strategy and Working groups objectives leading the individual workstreams to map cross programme dependencies and actively managing key stakeholder relationships to proactively manage risk.
- Lead the development of the Government of Jersey data strategy to prioritise activities in line with the Digital Strategy roadmap.
- Accountable for the management and adherence to the budget for the delivery of programme objectives, overseeing the ongoing management of expenditure against budget and ensuring the appropriate documentation is available for scrutiny.

### **Statutory responsibilities**

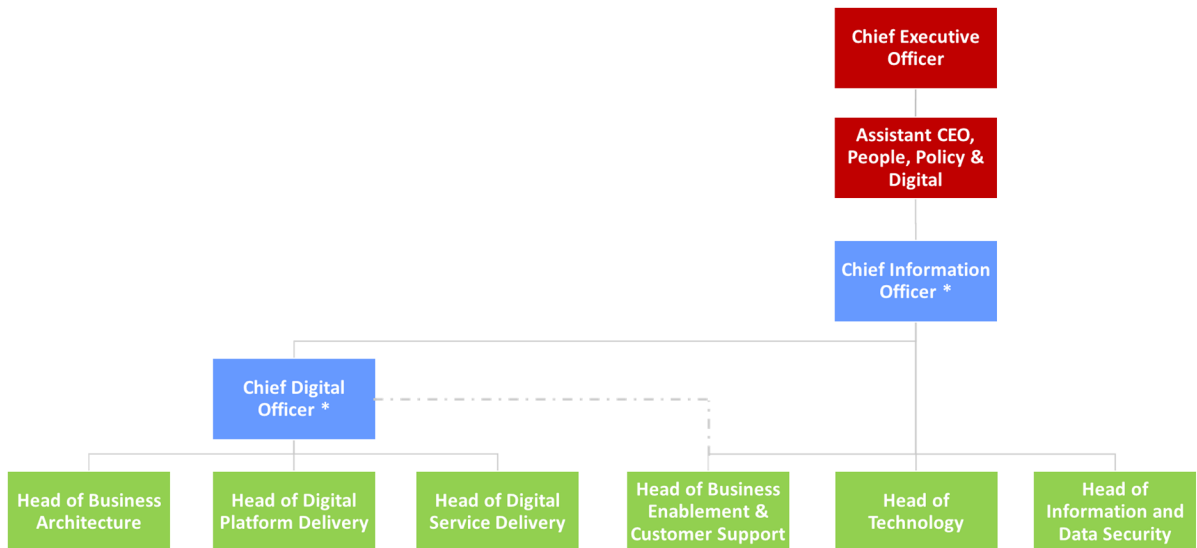
Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner.

### **Services (TIER 1,2 and 3 jobs only-DELETE if not applicable)**

- Digital Health Delivery
- Digital Education Delivery
- Digital Services Delivery
- Continuous Innovation
- PMO
- Master Data Management

## Organisational structure



## Person Specification

### Specific to the role

*Describe the knowledge, skills, experience, and qualifications required to perform the job to a satisfactory standard.*

*It is important to convey what the job requires, rather than what an individual might have, as these may be different. For example, you may have a postgraduate level qualification, however, an A' Level standard qualification is the requirement for the job.*

ATTRIBUTES	ESSENTIAL	DESIRABLE
<p><b>Qualifications</b> <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p>	<p>Degree level qualification or the ability to demonstrate the equivalent level of knowledge through experience.</p> <p>Advanced Project, Programme, Portfolio and Change Management certifications or the ability to demonstrate the equivalent level of knowledge through experience.</p> <p>Strong IT and business components, or equivalent experience.</p>	
<p><b>Knowledge</b> <i>This relates to the level and breadth of practical knowledge <b>required</b> to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p>	<p>Demonstrable familiarity with:</p> <ul style="list-style-type: none"> <li>• Management structures and reporting procedures for all aspects of Programme Governance</li> <li>• A robust Digital Delivery framework</li> </ul>	

	<ul style="list-style-type: none"> <li>• Career evidence of ability to operate with Senior stakeholders</li> <li>• Delivery of Agile and Waterfall programmes and projects</li> </ul>	
<p><b>Technical / Work-based Skills</b> <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p>	<p>Fluent across a broad range of project and programme delivery and change management trends and subject Matter.</p>	
<p><b>General Skills/Attributes</b> <i>This relates to more general characteristics required to do the job effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p>	<p>Career evidence of building strong relationships:</p> <ul style="list-style-type: none"> <li>• Establishing and maintaining positive working relationships with others, internally and externally, to achieve the goals of the organisation.</li> <li>• Ability to communicate effectively: speak, listen and write in a clear, concise and timely manner.</li> </ul>	
<p><b>Experience</b> <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p>	<p>Career experience demonstrating the ability to understand, explain and present complex technical ideas to technical and nontechnical audiences.</p> <p>Career evidence of advanced programme, project, change management and leadership skills.</p> <p>Career experience in the use of technical knowledge to help shape, support and/or challenge</p>	

	business objectives	
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## Personal Attributes

**Delete as appropriate:**

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 1 to 3 core accountabilities, attributes and behaviour indicators.