

Role Profile

Role Details

Role Title	Assistant Director Information Technology (SMF18)
Range	2
Civil Service equivalent grade	SCS1
Success Profiles behaviours Level	5
Business unit	Business Delivery and Transformation
Vetting Requirements	Enhanced
Reporting to	Chief Operating Officer (SMF3 and 6)
Date produced or updated	May 2019

Purpose of Role

Accountable for senior leadership of Information Technology (IT) across the enterprise, including development and implementation of the IT strategy and oversight and assurance of the operational performance and resilience of IT systems, capabilities and services throughout the supply chain.

NS&I is regulated by HM Treasury which requires NS&I to aim to comply with Financial Conduct Authority (FCA) requirements where applicable and appropriate on a voluntary basis. NS&I's Board Operating framework reflects these requirements as part of our corporate governance and NS&I's compliance regime requires all colleagues to behave in accordance with the FCA's conduct rules and other key requirements. This role (SMF18) is part of Senior Managers Regime which forms part of the shadow compliance regime.

FCA Senior Manager Regime Prescribed Responsibilities

There are no prescribed responsibilities allocated to this role

Key responsibilities

Leadership

- Leadership of the NS&I IT organisation and management and assurance of the supply chain's operational performance and resilience for the outsourced delivery of services and capabilities.
- Work with the Chief Operating Officer and Executive Committee to develop and maintain our IT strategy across the enterprise (Retail, B2B and Corporate), including leading and supporting re-tendering activities for IT capabilities.
- Accountable for leadership, oversight and delivery of the technology elements of NS&I's business transformation as an enabler for NS&I's current and future operating models.
- Accountable for managing IT-related budget and report on expenditure, risks and opportunities.

Operational and Supply Chain Management

- Oversight and management of the operational relationship with our primary outsource partner(s) and external advisors as the intelligent customer.
- Assurance, oversight and evaluation of operational performance and resilience, IT security and disaster recovery management.

- Senior NS&I subject matter expert on IT, including providing horizon scanning on potential issues and opportunities arising from new technology; degradation and remediation/mitigation planning of existing infrastructure and enablers for directorate roadmaps (e.g. retail digital strategy).
- Provide senior technical advice to key business projects e.g. core banking engine; open banking; payments strategy.

Risk Management

- Ownership and management of IT key risk areas (KRAs).
- Provide risk assurance to the Chief Operating Officer who is accountable for the Technology Key Risk Area, oversee the management of the related key risks.
- Assure a programme of selection, management and maintenance of key infrastructure and applications used to support the business to ensure they are appropriate and aligned with the NS&I risk appetite and ICT strategy and to support the strategic aim of being digital first.
- Provide advice and oversight on management of legacy processes and infrastructure, as well as migration of data, customer records and products.

Relationships

Please list the jobs and areas with which the post interacts.	
Internal	External
All levels to NS&I Executive Committee, Board of Directors and HM Treasury representatives.	<ul style="list-style-type: none"> • Suppliers, including NS&I's primary outsource partner(s) and key sub-contractors. Key liaison with primary outsource partner CIO, Chief Architect and IT Services Director. • Consultants and external advisors, including technical support, as required. • Government Internal Auditors • Infrastructure and Projects Authority

Person specification

Essential qualifications, experience and technical knowledge

PERSON PROFILE

Capable of operating confidently at executive and senior management level, influencing strategic thinking and driving business outcomes across NS&I, through management and influence of the primary outsource business partner(s) and other key suppliers.

Ability to manage and control projects in a substantially outsourced delivery environment, with clear strategic thinking and excellent commercial skills. Sound experience of programme delivery and information systems, with strong leadership and communication skills and an outcome-driven delivery mindset.

ESSENTIAL SKILLS AND EXPERIENCE

- Substantial experience in a variety of technology strategy and delivery roles, including considerable experience at a senior level, with direct knowledge of operating in an outsourced IT model.
- Experience and ability to develop IT strategy in support of business strategy and operating model.
- Generalist IT experience, able to consider the IT architecture as a whole, with an in-depth understanding of technology, security, recovery and risk.
- Experience of significant technology infrastructure migrations.
- Strong relationship management skills: experience of influencing and delivering in highly outsourced environments, or complex sourcing ecosystems.
- Commercial thinking and proven ability to manage suppliers, consultants and technical advisors.
- Adaptable, with the ability to manage in a complex and changing environment and be highly influential with internal and external stakeholders. Ability to challenge the status quo constructively.
- Deep experience of delivery of change and technology programmes to support business strategy.
- Experience of managing direct and virtual teams across a variety of locations and at mixed levels across different organisations.
- Excellent communication and presentation skills - both written and oral.

DESIRABLE SKILLS AND EXPERIENCE

- Experience of retail financial services market or experience of working within a regulated environment.
- Experience of protecting data and/or using data as a business asset.
- ITIL certification

Senior Manager Conduct Rules

SM 1:	You must take reasonable steps to ensure that the business of the firm for which you are responsible is controlled effectively
SM 2:	You must take reasonable steps to ensure that the business of the firm for which you are responsible complies with relevant requirements and standards for the regulatory system
SM 3:	You must take reasonable steps to ensure that any delegation of your responsibilities is to an appropriate person and that you oversee the discharge of the delegated responsibility effectively
SM 4:	You must disclose appropriately any information of which the regulator (HMT) would reasonably expect notice

Civil Service Behaviours in the Success Profiles Framework - Level 5

We will select against the following specific Behaviours in recruitment

- 1. Changing and Improving**
- 2. Making Effective decisions**
- 3. Managing a Quality Service**
- 4. Delivering at Pace**

Seeing the Big Picture

Anticipate the long-term impact on the Department of economic, political, environmental, social and technological developments, at both national and international levels. Create joined up strategies that put into practice and support the Government's vision for the future. Identify and shape how your work area fits within and supports the priorities of the organisation. Develop an in-depth insight into customers, services, communities and markets affected by your work areas and the wider public sector context. Ensure work is in the national interest whilst meeting the diverse needs of all end users.

Changing and Improving

Challenge the way things have always been done and suggest improvements, learning from experience. Seek, encourage and recognise initiative and imaginative ideas from a wide range of people. Promote an environment where all colleagues feel safe to challenge. Encourage measured risk taking and innovation to deliver better approaches and services. Implement changes that transform flexibility, responsiveness and quality of service. Ensure changes add value to the business and express clearly how and why changes are necessary. Lead the transformation towards using digital technologies ensuring full consideration of accessibility needs and the diverse range of end users. Manage change effectively and respond promptly to critical events. Constructively challenge changes which are unhelpful.

Making Effective Decisions

Act decisively and make bold, unbiased decisions at a strategic level. Make sense of a wide range of political and national pressures and influences to develop strategies which meet organisational goals. Clearly communicate the purpose and reasons for recommendations and decisions. Consult with others where necessary to ensure decisions meet the diverse needs of the end users. Accept and respond to challenge constructively. Clearly recommend the best option articulating risks and impacts on economic, environmental, political and social factors.

Leadership

Remain visible and approachable to all colleagues and stakeholders. Actively promote the reputation of the organisation with pride, both internally and externally. Display passion and enthusiasm for the work, helping to inspire colleagues and stakeholders to fully engage with the aims and long term vision. Embed a culture of inclusion and equal opportunity for all, where the diversity of individuals' backgrounds and experiences are valued and respected. Work to influence the strategy, direction and culture to increase effectiveness.

Communicating and Influencing

Implement communication strategies which ensure effective communications are embedded and take account of people's individual needs. Embed a culture where there is a wide ranging use of the infrastructure in place to support varied communication methods which deliver value for money. Communicate in a straightforward, honest and truthful way with consideration for the impact of the method used. Communicate with conviction and clarity in the face of tough negotiations or challenges. Respect and consider the diversity of the audience when giving messages and deliver these appropriately. Influence external partners, stakeholders and customers successfully securing mutually beneficial outcomes.

Working Together

Proactively create, maintain and promote a strong network of contacts across the organisation and externally. Embed an inclusive culture of creating positive and supportive teams who consider the diverse needs and feelings of other colleagues. Ensure consideration and support for the wellbeing of all individuals across the organisation. Set out clear expectations that bullying, harassment, and discrimination are unacceptable. Encourage and establish mechanisms to share knowledge and resources across boundaries to support the business. Encourage teams to engage with a variety of delivery partners and stakeholders, listen to and act on their feedback.

Developing Self and Others

Provide a range of experiences to encourage development, talent and career management for all individuals. Role-model continuous self-learning and development, evaluate effectiveness and plan

next steps. Ensure colleagues take responsibility for their own learning and development. Provide colleagues with opportunities to share their knowledge and skills with others to build organisational effectiveness. Share own expertise through coaching and mentoring to support teams to succeed. Create an inclusive environment from which all individuals can develop regardless of their needs or background. Deliver strategies to grow sustainable capability across all groups, including those with high potential and ensuring that the strategies tackle the imbalance in diversity.

Managing a Quality Service

Clarify and articulate the diverse requirements of customers and delivery partners. Use customer insight to drive high quality and efficient service delivery which is a good investment of taxpayers' money. Work collaboratively with customers and delivery partners to manage, monitor and deliver agreed outcomes. Identify areas for improvement and make appropriate changes to reach professional excellence. Break down complex aims into clear, practical and manageable plans. Identify the resource requirements to support implementation. Ensure risks are monitored and managed to prevent issues with service delivery wherever possible.

Delivering at Pace

Translate strategic priorities into clear outcome-focused objectives for managers and teams. Promote resilience and responsiveness in the organisation. Deliver against own objectives, while ensuring others take responsibility for their areas. Establish an inclusive culture which allows people space and authority to deliver their objectives whilst ensuring appropriate support is in place when needed. Give people credit for maintaining focus on priorities, while responding quickly to changing requirements. Act as a role model for delivery by showing efficiency and focus, while being open to new ideas and honest about challenges. Provide clarity about the action required to achieve results and address unexpected developments. Ensure all appropriate tools and resources are available for individuals to fulfil their job role.