

JOB DESCRIPTION

Job title	Assistant Director – Platforms and Applications (Deputy CIO)
Directorate	Chief Executive
Service	ICT
Team	Platforms and Applications Team
Grade	K

DBS Check Required	None
Justification for DBS	Choose an item.
Politically Restricted	Choose an item.No

Responsible to:	Chief Information Officer
Employees directly supervised (if applicable):	Head of Service x 4 (Covering applications and platforms Council wide)
Organisational structure chart (Upon Request at interview)	

JOB PURPOSE:

1. Lead a new, modern applications function for the organisation, bringing together previously dispersed application teams into a single, coherent service that provides strong ownership, consistent standards and high-quality support for all business applications.
2. Set the strategic direction for the Council's application estate, overseeing rationalisation of legacy systems, introduction of modern platforms, and the development of product-led, multidisciplinary teams that work closely with services to deliver value.
3. Ensure all applications are reliable, secure, cost-effective and aligned to organisational priorities, while enabling long-term transformation through better technology, better data and better ways of working.

1. DESCRIPTION OF DUTIES:

Key responsibilities
Strategic leadership

- Develop and lead the Council's strategy for business applications within agreed architecture principles, ensuring systems are modern, secure, sustainable and aligned to organisational goals.
- Establish and drive the delivery of a clear roadmap for rationalising legacy applications, reducing duplication and moving towards strategic platforms.
- Build on the Council's Digital, Data and Technology Strategy to develop a controlled and well managed approach to application lifecycle management, focusing on application simplification and rationalisation and SaaS migration over time.
- Champion a product-led approach, embedding product management disciplines and creating empowered, multidisciplinary teams that collaborate effectively and directly with services.
- Provide senior leadership within ICT, contributing to overall digital and data strategy deliverables, governance and the enablement of organisational transformation.
- Be available on an 'on call' basis (no more than 1 week pcm), as part of the ICT leadership response rota in case of emergency ICT support being required out of hours.

Service management

- Lead the Application Management Team, taking responsibility for configuration, support, optimisation, and lifecycle management.
- Oversee the continued performance, availability, and security of all business applications, ensuring compliance with cyber, data-protection, and information-governance standards.
- Take responsibility for ensuring Disaster Recovery Plans are in place for the Council's core applications and that these meet expected Return Time and Return Point Objectives.
- Work with the Head of ICT Service Delivery to implement end to end, ITIL aligned and transparent service-management practices, including incident, problem, change, and release management.
- Work with the ICT Contract and Procurement Manager to ensure effective, compliant and sufficiently planned procurement and contract management to maximise value for money and ensure alignment of systems to Council needs.

Service delivery

- Ensure that all core systems have a clear roadmap that is visible to the relevant service stakeholders.
- Champion user-centred design, agile delivery, and continuous improvement across the team and wider service.
- Lead the introduction of modern integration patterns, APIs, and automation to improve interoperability and reduce duplication.

Stakeholder management

- Build, and encourage the team to build, strong relationships with stakeholders across Council services to ensure that applications meet business needs.

- Work collaboratively with suppliers, partners, and other public-sector bodies as required to deliver the Council's outcomes.

Service leadership

- Build organisational capability, ensuring staff development and modern professional standards are defined, embedded and adhered to.
- Foster a culture of collaboration, innovation, customer focus and continuous improvement.
- Be accountable for effective management of the application estate.
- Manage budgets for the applications estate and associated staffing.
- Ensure ongoing value for money through rationalisation, optimisation, and cloud-cost management, working closely with the Licensing Manager.
- Ensure compliance with statutory, regulatory, and audit requirements.
- Maintain robust governance for application lifecycle, data quality, and technical standards, including working effectively with the Head of Cyber Resilience to align to NCSC best practice for local authorities.
- Deputise for the CIO when required, providing strategic professional advice to the Executive Team, Directors and Members on all matters relating to digital, data, technology and cyber.
- Drive digital and data best practice and associated cultural change across the organisation.
- Champion continual improvement, professional practice and knowledge, helping to build organisational maturity, consistency and stronger control across the Council's technology estate.
- Lead, develop and manage any staff and resources within the Platforms and Application function, including budget responsibility where applicable, to ensure effective delivery of objectives and sustained organisational capability.

The duties and responsibilities outlined in this job profile are indicative of the role, however they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

SELECTION CRITERIA/PERSON SPECIFICATION

Conditions to Note:

The person specification outlines the essential requirements the post holder or applicant must meet to fulfil the role and the duties outlined.

Candidates:

When completing your application form, please address your answers directly to each of the selection criteria below. This enables the panel to assess your ability to meet each criterion. It is essential that you give at least one example of your ability to meet each of the four Values and Behaviours: Putting Communities First, Respect, Integrity and Working Together.

Recruiting Managers:

The following values and behaviours are essential criteria in each post and must be addressed directly by candidates. The Guidance Notes on values and behaviours for managers give example questions

to probe candidates in the interview and application stages of the recruitment process.

Resilience:

We encourage staff to assist the council during a significant emergency response which will focus on meeting the needs of residents. This may necessitate staff involvement, and in exceptional circumstances, could involve redeployment to support the emergency response.

Informed by our learning from the Grenfell tragedy, senior managers (Head of Service and higher) are expected to play an active coordination and leadership role in the Council's broader emergency response efforts during major or serious incidents. This includes arranging urgent resources from their own services and rallying staff teams to help residents during their time in need.

Values & Behaviours

The Royal Borough of Kensington and Chelsea have identified four key behaviours and values that should be demonstrated by all council employees. Successful candidates will show the ability to meet these behaviours.

A	Equal Opportunities Demonstrate an understanding of and commitment to Council policies in relation to Equal Opportunity, Customer Care and service delivery, and the ability to implement these policies in the workplace.
B	Qualifications/Training/Certificates Relevant professional qualification or equivalent experience in enterprise architecture, ICT governance, service management or cyber security or equivalent substantial experience. This may include TOGAF, ITIL, software asset management, cyber security or related professional development.
C	Skills, knowledge and experience • Proven track record of establishing and leading application-management or product teams. • Experience modernising legacy systems and delivering cloud-based, SaaS, and platform-based solutions. • Strong understanding and prior experience of managing technical and organisational DDaT risk. • Strategic mindset and collaborative approach to delivery, evidenced in prior senior roles. • Influencing skills, including the ability to influence members, senior officers, partners and suppliers • Demonstrable success in application rationalisation, integration, and transformation enablement. • Experience leading multidisciplinary teams including product managers, business analysts, developers, and application specialists. • Experience driving value from the supply chain and building strategic relationships with key suppliers. • Experience of planning for Disaster Recovery.

	• Experience working with senior stakeholders, elected members, and cross-organisational governance structures. • Understanding of agile delivery, product management, and user-centred design. • Strong understanding of information governance, cyber security, and data-protection requirements. • Ability to translate complex technical issues into clear, actionable advice for senior leaders. • Strong financial management skills, including budget planning and cost optimisation. • Strong commitment to equality, diversity, and inclusion. • Evidence of continuous professional development. • Experience working in, or closely with, local government.
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OUR VALUES AND BEHAVIOURS

Our values and behaviours underpin everything we do.

They guide our interactions with residents, businesses, visitors, partners and each other.

They are also a measure of how well we've done.

Our Values & Behaviours	
D	PUTTING COMMUNITIES FIRST • We put local people at the heart of decision making in everything we do. • We seek to include and involve: all voices matter. • We provide quality services that are responsive, effective and efficient. The following examples are indicators of effective behaviour: • I actively involve and include the communities that I serve in my work. • I shall reflect the views of the communities in my daily work. • I shall improve the service I provide through seeking feedback from others.

	Our residents will feel that: • I have been included • I can see how my views have been taken into account • I can see improvements and developments based on my input
E	RESPECT • We listen to everyone and value the personal experiences of people in our communities and of each other. • We adopt a fair and involving approach regardless of any way in which an individual is different to us. The following examples are indicators of effective behaviour: • I adapt my approach to take account of all differences and cultures in the community and with colleagues. • I ensure I am equitable and fair by including those who are quiet or may not be able to represent themselves. • I communicate in a way that is respectful, encourages involvement and meets people's needs. Our residents will feel that: • I feel my culture and background are respected. • I have confidence that action is being taken. • I feel I am being treated fairly.
F	INTEGRITY • We act with openness, honesty, compassion, responsibility and humility. • We let people know what we are doing and communicate why and how decisions have been made. The following examples are indicators of effective behaviour: • I demonstrate empathy in my interactions with others. • I am honest and transparent about the decisions I take. • I follow through on the actions I say I will take and take ownership for communicating the outcome. Our residents will feel that:

	• I am told when something is not possible, and the reasons why are explained to me. • I feel my perspective is listened to and understood. • I feel my views are valued
G	WORKING TOGETHER We work together and in partnership with everyone that has an impact on the lives of our residents. • We want to understand, learn from each other and continually adapt. The following examples are indicators of effective behaviour: • I work with others to provide an effective service for residents, local communities and other departments within the Council. • I seek ways to work with other departments to deliver a seamless service and find opportunities to improve. • I seek out opportunities to learn from my colleagues and build on good practice. Our residents will feel that: • I can get my issue resolved without being passed around departments. • I find it easy to access the services that I need. • I feel the Council is open to new ideas.