The Commonwealth

JOB AND TASK DESCRIPTION

Job Title: Head of Information and Communications Technology and Data Analytics

Division: Strategy, Portfolio, Partnerships and Digital Division

Grade: E

Reports To: Senior Director – Strategy, Portfolio, Partnerships and Digital Division

General information

The Information and Communications Technology and Data Analytics Section (ICT) forms part of the Strategy, Portfolio, Partnerships and Digital Division. The section serves as a focal point to establish technology standards of relevance to the Secretariat's local environment, while applying and supporting the use of computer technology to enhance staff productivity and improve the quality of the Secretariat's output. The section contributes to the Secretariat's ICT strategy and proper selection of technologies by providing information on advanced and appropriate technology, systems analysis and software acquisition. The section aims to assist all programme areas in meeting their specific information technology requirements and plays an active role in the building and upgrading of the skills and knowledge of staff in the use of information technology and relevant software applications.

Job summary

This vital role will have a major impact on the delivery of the Secretariat's operations. As Head of ICT section, the post holder is responsible for the proactive strategic development and operational implementation of all aspects of the Secretariat's Information and Communication Technology (ICT). The Head of ICT Section will ensure that the right level of ICT resource, support and development is in place to best equip the Secretariat to deliver its business activities, strategic objectives and help to develop a culture which sees ICT as a key strategic enabling function.

Additionally, the role will ensure that ICT governance processes are maintained including the smooth functioning of the ICT Steering Committee, and, that ICT projects are managed in line with a common process and delivered as planned, to budget and timescales.

Task description

The post-holder will:

- Develop and implement appropriate ICT strategy that can best support the delivery of the Secretariat's strategic objectives and business activities by

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ascertaining relevant business needs and identifying ICT structure, resources and solutions that could help support these needs.

- Manage the execution and development of all major ICT projects and activities by using proven project management tools and skills.
- Analyse the business requirements of all Divisions to determine their technological needs
- Manage the deployment, development, monitoring, maintenance, upgrading and support of organisational ICT systems. This will include operating systems, servers, PC's, software, business applications, telephony and peripherals.
- Provide consolidated regular reporting on ICT performance indicators to senior management, and be responsible for developing the organisations ICT governance arrangements.
- Prepare an annual ICT Work Plan within the broader ICT Strategic Framework and organisational Strategic Plan, and budgets for its implementation and ongoing operational costs.
- Develop standard operating procedures allied to best practice, and ensure written protocols and guidelines are provided for ICT staff and all end-users
- Ensure written documentation is created and maintained, to include user and system manuals, licence agreements and all documentation relating to modifications and upgrades.
- Liaise regularly with executive and senior management as well as systems users regarding ICT operations and development.
- Manage the continued availability of ICT systems and services and ensure that the ICT aspects of business continuity and disaster recovery are adequately provided and tested.
- Monitor and manage the ICT and cyber security landscape to ensure that the Secretariat is appropriately protected against cyber threats.
- Assist with ICT related submissions on a variety of intra-Secretariat matters, including briefs for the Secretary-General and other members of the senior management group.
- Keep up-to-date with technological development and advise on how new technological solutions and their implementation will meet business requirements and strategic outcomes.
- Manage service providers and the related contractual relationships.
- Manage direct reports, with a particular emphasis on mentoring and development to help support the best long-term development of the Secretariat's ICT solutions and operations.
- Adhere to the Gender Equality values of the Commonwealth as enshrined in the Charter and Secretariat's Gender Equality Policy.
- Perform any other duties that may be required from time to time.

Person Specification

Education

- First degree in a Computer Science or related field and a postgraduate degree in a relevant field
- ITIL (IT infrastructure library) certified

Desirable:
- Certified project manager e.g. PRINCE2 or equivalent certification
- MCSE certified

Experience

- Minimum of ten years' middle to senior management experience working in an IT function, with at least 5 years experience of managing a mutildisciplinary team of experts/specialists in IT systems and applications.
- Experience in report and strategy development and implementation.
- Significant experience in systems analysis, systems development and systems implementation.
- Solid technical expertise and understanding of relevant technology in all areas of responsibility.
- Significant senior ICT business management experience, managerial maturity and commitment to influence thinking at all levels within the organisation to deliver the effective ICT systems.
- Significant direct experience in management of ICT in relation to network operations, applications management and web based technology / new media solutions e.g. social networking technologies.
- Experience in managing third party providers against agreed service level agreements in a partner performance management framework.

Competencies:

Respect for Diversity
Works effectively with people from all backgrounds.
Treats all people with dignity and respect. Treats men and women equally.
Shows respect and understanding of diverse points of view and demonstrates understanding in daily work and decision making.
Examine own biases and behaviours to avoid stereotypical responses and does not discriminate against any individual or group.
Encourages others to evaluate systems, processes & behaviour to ensure respect for diversity is demonstrated

Working with Others
Manages conflict and works towards mutual solutions
Identifies organisations with which to partner for specific solutions
Encourages others and provides them with the autonomy to pursue relationships
Uses personal influence to establish compromise and agreement when faced with conflict
Demonstrates balance between directness and diplomacy in negotiations
Uses influence to persuade partners and third parties toward Commonwealth Secretariat aims
Encourages and supports others in demonstrating cultural awareness when working with others

Managing Resources
Manages programme and cross team activities against specific objectives/results

Manages available resources in order to meet objectives e.g. by effective and efficient use of budget inter alia

Identifies the best method and resources when high level course of action has been identified

Analyses available resources and what activity they will enable

Takes responsibility for multi team/programme activities

Manages diverse motivations of a range of groups in large scale programmes

Decision Making

Determines what can be realistically achieved when deciding on strategic solutions

Is proactive and responsive in making decisions on complex, technical issues based on appropriate information

Considers the relevant justifications for a particular course of action

Takes context into consideration when making decisions

Makes effective decisions when acting on behalf of a senior colleague, seeking advice where appropriate

Bases actions and approaches on the root cause of an issue, rather than the symptoms

Accountability

Takes ownership of assigned tasks, honours deadlines.

Ensures timely delivery of outputs within defined cost and quality standard parameters.

Takes responsibility for own shortcomings and compliances.

Supports subordinates, provides oversight and takes responsibility for all delegated assignments.

Leadership & Development

Reinforces vision throughout organisation e.g. by acting accordingly inter alia

Identifies and develops leadership skills in others

Empowers others to take control of their own development and progression

Offers sound guidance and direction on complex and critical issues

Maximises the potential of others e.g. by creating suitable opportunities for development inter alia

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