

## **Director of the Parliamentary Digital Service**

### ***JOB DESCRIPTION***

The Director of the Parliamentary Digital Service will be a member of the Management Boards of the House of Commons and the House of Lords and will be accountable to the Clerks of both Houses. They will oversee a team of approximately 300 people.

The role of the Director of the Parliamentary Digital Service is to:

- Develop and secure agreement for a robust digital strategy that defines what “digital” means for Parliament and helps deliver the strategies of both Houses
- Lead delivery of the digital strategy, working collaboratively with colleagues across the two Houses
- Lead a complex department which includes IT (both operational and innovation), and the internal and external facing digital platforms
- Identify and develop better ways for ICT to meet the needs of the full range of potential users of Parliament’s digital services, both internally and externally
- Enhance and embed collaborative working practices between the two Houses and the Parliamentary Digital Service

### **Key Responsibilities**

- Working with colleagues and politicians in the two Houses to develop Parliament’s digital strategy. This person will need to resolve competing requirements and operate effectively with a high level of ambiguity
- Working with colleagues in the two Houses to deliver agreed priorities flowing from the digital strategy in a timely, well-coordinated manner, delivering quality whilst achieving value for money
- Working with colleagues in the two Houses to establish what “Digital” means for them, demonstrating how it can enhance the quality of output across Parliament, and playing a leading role in changing existing working practices
- Identifying opportunities to improve digital products, tools and processes, in order to meet user needs, using iterative and agile approaches where appropriate
- Leading the Parliamentary Digital Service, including line management of the Chief Technology Officer role. This will include positioning the Service so that it focuses on collaborative working practices
- Accountable for the Service’s budget (expected £20–25m pa) and for Parliament’s ICT investment spend (currently £5–6m pa)
- Contributing to the wider strategic management of both Houses as a member of the two Management Boards

## **Person Specification**

Given the complex organisational structure and the need to deliver to the interests of multiple stakeholders, including politicians, appropriate candidates must possess first-class stakeholder management and influencing skills. Experience of both the public and private sectors would be advantageous, but is not essential. Candidates must have demonstrable digital expertise as well as experience of significant change management, especially leading cultural change programmes. They will have the requisite credibility to promote a digital change agenda across both Houses.

### **Digital Experience and Delivery**

- A strong track record of delivering first class digital operations in a complex organisation
- Demonstrable success in developing digital strategies. Able to address multiple and often competing requirements to deliver improved organisational performance and staff engagement
- Experience of communicating about digital and ICT issues at a senior level, including to non-specialists
- Expertise in digital media across a range of platforms and how they can be used to optimise user experience
- Knowledge of the ICT hardware and software which underpin digital services. Capable of communicating authoritatively and effectively with technical specialists in the Digital Service
- Awareness of likely future digital and ICT trends and how they might have an impact on Parliament

### **Leadership/Management**

- Proven ability to influence and inspire at all levels of an organisation, including Board level
- Able to contribute to the collective leadership of the two houses through membership of the management boards
- Experience of working in collaboration with different business areas to achieve change. Ability to create a sense of co-creation, rather than just communicating your own ideas. You must have credibility across Parliament to lead change
- Experience of managing expectations through effective communication. It will be important to be able to deliver the vision of multiple stakeholders. Will be sensitive to different cultures and ways of working
- Experience of leading a large team in a complex, challenging and changing environment, upholding and embedding the principles of equality, diversity and inclusion at all times
- Significant people management experience. Able to demonstrate how you have developed team cultures that deliver high performance, as well as improving individual capabilities and uniting them behind a clear and common purpose

**Personal Characteristics**

- High level interpersonal and communication skills (written and oral) and ability to build and maintain effective working relationships and partnerships
- An open way of working. Welcomes challenge and values debate. Appreciates that change is best achieved by influence and persuasion rather than by dictat
- High level of emotional intelligence. Must be empathetic and able to navigate complex internal politics
- Thrives in a fast-moving, political environment. Grasps the different respective roles and responsibilities of staff and politicians in Parliament and is comfortable presenting to and working with politicians. Political impartiality is beyond question
- Enthusiastic, pragmatic and resilient. Stays on course to achieve strategic goals despite short-term setbacks