

Position Title

ICT Strategy & Transformation Lead

Award Classification

Dorset Council Enterprise Agreement 2025, or any applicable Agreement that replaces it.

Date Reviewed

21 July 2026

Our Vision

An inclusive, thriving and connected community.

Our Values

Leadership

We lead by example through our behaviours and approach to work. We are a proactive advocate for the community, and engage with the community in determining and driving a vision for Dorset.

Creative Thinking

We foster a solutions driven environment that embraces innovation and inspires fresh approaches in adapting to, and creating, change.

Customer Service

We meet our service standards in a professional and responsive manner.

Engagement

We communicate openly and encourage the active participation of the community.

Respect

We engage in open dialogue, whilst accepting there will be differences of opinion.

Financial Responsibility

We deliver services to the community in a sustainable and strategic cost effective way.

Our values influence our interaction with each other and our customers. We reinforce our corporate values during recruitment, induction and management of our people.

Position Objectives

The ICT Strategy & Transformation Lead is a fixed term role responsible for establishing Council's ICT strategy, digital roadmap, governance foundations and technology investment approach. The role provides strategic ICT advice, leads priority transformation initiatives and develops the frameworks, standards and decision making processes required to strengthen Council's digital maturity, cybersecurity governance and long-term technology planning.

Working closely with the Executive Leadership Team, managers, employees and service providers, the role ensures Council's technology direction is informed by organisational needs and supports efficient, effective and future focused service delivery. A key focus of the role is to establish sustainable ICT governance, planning and decision making capabilities that can be embedded within Council and maintained beyond the life of the role.

The role is not intended to provide routine helpdesk support or ongoing system administration, except where required to inform strategic priorities or support project delivery.

Key Responsibilities and Performance Requirements

- Develop Council's ICT strategy and staged Digital Roadmap, identifying priorities, quick wins, milestones and implementation actions and ensuring recommended technology investments, priorities and initiatives align with organisation needs, service delivery objectives and long term business outcomes.
- Engage with the Executive Leadership Team, managers and employees to understand business challenges, identify opportunities for improvement and support organisational readiness, adoption and effective use of digital solutions and practices.
- Provide trusted ICT, digital and technology investment advice to the Executive Leadership Team, supporting informed decision making and the delivery of organisational priorities.
- Prepare strategic reports, business cases and briefing papers for the Executive Leadership Team and Council on ICT strategy, governance, risk, investment and digital transformation opportunities.
- Establish ICT governance frameworks, decision making processes, standards and supporting documentation, ensuring they are practical, approved and capable of being embedded across Council.
- Assess emerging technologies, including artificial intelligence, automation and digital innovation opportunities, and provide advice on their suitability, risks, benefits and potential application within Council.
- Establish technology, architecture and security standards that support organisational objectives, service delivery requirements and risk management obligations.
- Establish digital portfolio management, asset lifecycle planning and technology renewal frameworks to support informed investment, prioritisation and long term planning.
- Lead major ICT procurements and vendor evaluations, ensuring solutions align with business requirements, strategic objectives and value for money principles.

Key Responsibilities and Performance Requirements

- Lead major ICT projects, system implementations, business transformation initiatives and technology uplift programs during the establishment period, coordinating project resources and ensuring effective handover to business owners and ongoing support roles.
- Establish project intake, prioritisation and assurance processes that support transparent decision making, alignment with organisational priorities and effective use of resources.
- Establish cybersecurity governance, risk and compliance arrangements, ensuring technology related risks are identified, monitored, reported and managed through appropriate controls.

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Other

- Undertake ad hoc projects within the scope of the role that may arise from time to time.
- Perform duties in a manner that promotes the continuous improvement and optimisation of Council's digital environment and user experience across Council.
- Take responsibility for maintaining and developing the knowledge, skills and competencies required to perform the role effectively.
- Perform duties in a manner that protects the health, safety and wellbeing of employees, contractors, customers, volunteers and members of the public.
- Participate in induction, training and knowledge sharing activities to support effective digital operations.
- Comply with any directions, training and legislative requirements relating to the safety and wellbeing of vulnerable people, including children and young people.
- Maintain a working knowledge of relevant legislation, standards, policies and procedures applicable to the role.
- Comply with, and actively support, Council's policies, procedures, values and behavioural expectations.
- Undertake other duties within the scope of the role, and consistent with the employee's skills, training and experience, as reasonably directed by the Director – Corporate Services.

Organisational Relationships

Reports To

- Director - Corporate Services

Direct Reports

- Nil

Internal Liaisons

- Executive Leadership Team
- ICT Officer
- Managers and supervisors
- Employees
- Corporate Services Team

External Liaisons

- Managed Services Provider (MSP)
- Vendors
- Local government networks
- Contractors, service providers and volunteers engaged by Council
- Industry bodies, local government networks and professional associations

Key Outcomes

Success in this role means:

- Council has a clearly defined ICT Strategy and staged Digital Roadmap that aligns technology investment, business priorities and long-term organisational objectives.
- Council has established and embedded ICT governance, portfolio management and investment prioritisation frameworks that support consistent decision making, risk management and accountability across the organisation.
- Meaningful engagement with the Executive Leadership Team, managers and employees has informed ICT priorities and investment decisions, resulting in solutions that meet business needs and support organisational improvement.
- Council has visibility of its technology assets, lifecycle requirements and future renewal needs, enabling informed planning and sustainable investment decisions.
- Major ICT projects, system implementations and digital improvement initiatives are successfully delivered, with project resources, including contractors, consultants and fixed-term employees, effectively coordinated to achieve agreed outcomes.
- Council has established technology, architecture, cybersecurity and information management standards that provide a consistent foundation for future technology decisions and risk management.
- Council has increased awareness of emerging technologies and their potential application, risks and value, enabling informed decision making regarding future technology investments and digital innovation opportunities.
- Major ICT procurements, vendor engagements and managed service provider arrangements deliver fit-for-purpose solutions, appropriate value for money and strong commercial outcomes.
- Leaders and employees are increasingly adopting improved systems, digital tools and ways of working, with new capabilities and governance practices embedded across the organisation.
- Cybersecurity governance, risk management and compliance practices have matured, with key risks identified, monitored and managed through appropriate controls and reporting.
- ICT capability, governance and ownership have matured across the organisation, providing sustainable frameworks, processes and decision making practices that can be effectively maintained beyond the term of the role.
- Corporate Services is recognised as a professional, responsive and enabling business partner.

Accountability, Authority, Judgement and Decision Making

- Authority to perform duties within the scope of the ICT Strategy & Transformation Lead role in accordance with Council policies and procedures.

Accountability, Authority, Judgement and Decision Making

- Expected to exercise sound judgement when balancing compliance, operational needs, employee experience and change impact.
- Required to escalate matters involving high risk, significant cost, legal complexity or major organisational impact.
- Accountable to the Director - Corporate Services for the performance of duties.

Skills and Knowledge

Essential

- Demonstrated experience in a senior ICT advisory, digital strategy, technology governance or business transformation role.
- Experience developing ICT strategies, digital roadmaps, governance frameworks and technology standards, including consideration of emerging technologies and digital innovation.
- Demonstrated ability to provide strategic ICT and digital investment advice to senior leaders, executives or governing bodies.
- Experience leading major ICT projects, enterprise system implementations and organisational change initiatives, including stakeholder engagement, adoption and change implementation activities.
- Sound understanding of cybersecurity governance, risk management and compliance obligations.
- Experience managing managed service providers (MSPs), vendors and ICT procurement processes.
- Strong portfolio, asset lifecycle and technology renewal planning capability.
- Excellent planning and project management skills, with the ability to prioritise competing demands and deliver strategic outcomes.
- Highly developed written and verbal communication skills, including the ability to prepare strategic reports, policies, business cases and governance documentation, and communicate technical concepts in plain language.
- Strong analytical, problem solving and stakeholder engagement skills, with the ability to influence decision making and build collaborative relationships across the organisation.

Desirable

- Experience presenting to Executive Leadership Teams, Councillors or governance committees.
- Experience establishing project governance or portfolio management practices.
- Experience working in local government or another large and complex organisation.

Qualifications and Licences

Essential (or the ability to quickly acquire)

- Tertiary qualification in Information Technology, Information Systems, Computer Science, Digital Transformation, Business Information Systems or a related discipline, or extensive demonstrated experience in a comparable senior ICT strategy, transformation or technology leadership role.
- Current driver's licence.

Qualifications and Licences

- Ability to obtain and maintain required checks relevant to the role.

Desirable

- Qualifications, certifications or training in project management, business analysis, change management, ICT governance, cybersecurity, enterprise architecture or service management.

Personal Attributes

- **Strategic thinking** – anticipates future organisational needs and translates Council priorities into practical technology, governance and business improvement initiatives.
- **Business Improvement** – identifies opportunities to improve services, efficiency and user experience through technology and process redesign
- **Solution Design** – understands business needs and develops fit for purpose digital solutions
- **Project and Change Leadership** – leads complex projects and organisational change initiatives, building stakeholder commitment and supporting successful adoption of new systems, processes and ways of working.
- **Governance and Risk Management** – establishes frameworks, standards and controls that support effective decision making and risk management
- **Influence and Communication** – builds relationships, communicates effectively and provides credible advice to leaders and stakeholders.
- **Organisational Improvement** – demonstrates a commitment to improving services, systems and ways of working, using technology as an enabler of better business outcomes.

I, _____ (name) have read and understood my position description and agree to perform my role in accordance with the objectives, responsibilities and performance requirements set out in this position description.

Employee Signature: _____ Date: _____