**Job Description**

**Job Title: Chief Digital Officer**

**Grade: 15**

**Directorate: The Mayor’s Office**

**Job Purpose**

1. To provide strategic leadership on the digital transformation agenda for London’s public services, across the GLA group and the wider public sector.
2. To convene on behalf of the Mayor, across London local government, to build support for and take-up of innovative, technology and data-led approaches to service delivery and public engagement.
3. To develop and promote partnership between the public, private and community sectors to enable and support the development of new public serviced oriented technology and innovation.

**Principal Accountabilities**

1. Promote and deliver ambitious new standards in public service innovation across London, playing a convening role among the London Boroughs and other parts of London’s public sector, along with the private sector, to support the spread of innovation through open standards and inter-operability, as well as the sharing of knowledge and best practice, and joint procurement exercises to maximise return on investment.
2. Work across the GLA family to drive innovation in the way that our services are structured and delivered and the way in which the GLA and its agencies, such as Transport for London, the Mayor’s Office for Policing and Crime, and London Fire and Emergency Planning Authority engage with Londoners.
3. Work with the Smart London Board and GLA officials to develop and subsequently deliver a new Smart London Strategy that will open up London to innovation through smart technologies and programmes.
4. On behalf of the Mayor provide strategic leadership across the GLA group, London Boroughs and other public sector bodies to support and develop digital and technological innovation to improve public services through persuasion and influence, including undertaking public speaking and media engagements to promote the digital transformation of public services.
5. Develop and promote partnerships across the public and private sectors to make the most of opportunities for Londoners and business in digital transformation, for example by helping to secure aggregation of demand across the public sector in order to drive innovation and business opportunities in civtech/govtech.
6. Anticipate the impacts of new disruptive and transformative technologies and ensure timely responses from the GLA group both in terms of policy and action, and provide a gateway to policy and action for London Boroughs and other parts of the London public sector.
7. Establish common frameworks, platforms and standards for data collection, data dissemination and data sharing across the GLA group, London Boroughs and London public sector ensuring the interfaces for such operations have the highest standards of accessibility to support public and community engagement programmes.
8. Work with colleagues from relevant teams within the GLA group to promote and support the implementation of the Mayor’s digital inclusion and cyber-security policies.
9. Work through the Assistant Director – Intelligence to promote and support the sharing and standardisation of data throughout the public sector and to secure opportunities to use new sources and forms of data to drive policy making, strategic planning and innovation in London.
10. Work with the GLA’s Senior Manager, Digital Transformation and Head of Technology to encourage and support innovation within the GLA.
11. Establish, develop and maintain relationships with the private sector to provide and gain insight and advice on matters such as the development of and demand for new smart technologies and encourage partnerships between private sector organisations and the GLA Group, London Boroughs and London public sector to develop products to support delivery of public services.
12. Realise the benefits of London's diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London's communities.
13. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams

**Key relationships**

Accountable to: The Mayor’s Chief of Staff

Principal contacts: Mayoral Directors, Deputy Mayors and Mayor’s Senior Advisers, London Councils, GLA Senior Managers, Digital Transformation, GLA Assistant Director – Intelligence, GLA Head of Technology, relevant teams within the GLA, TfL, MOPAC, LFB and other functional bodies, varied internal and external stakeholders.

**PERSON SPECIFICATION**

**1. Technical requirements/experience/qualifications**

* Significant senior level experience and understanding of digital transformation, preferably in a public sector or public service environment.
* Proven ability to influence and deliver transformational change through technology
* Knowledge of the digital technology sector.
* Understanding of the roles of the Mayor, GLA and local government in London.
* Experience of building and managing relationships with high level stakeholders.

1. **Behavioural competencies**

**BUILDING AND MANAGING RELATIONSHIPS**

… is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

**Why is it important?**

Having good working relationships with colleagues and effective alliances with external partners will help create an organisation people want to work with, enabling more effective delivery of the organisation’s strategic priorities.

**Level 4**

* Identifies and engages a diverse range of influential contacts within stakeholder and community groups, and partner organisations
* Builds alliances to establish mutually beneficial working arrangements, openly sharing knowledge and insights
* Actively challenges and addresses ‘silo attitudes’ to encourage effective relationship building inside and outside the GLA
* Understands the complexities of political dynamics and uses this to manage relationships and resolve conflict effectively
* Identifies clear win-win situations with external partners

**COMMUNICATING AND INFLUENCING**

… is presenting information and arguments clearly and convincingly so that others see us as credible and articulate, and engage with us.

**Why is it important?**

So that we can effectively engage our diverse audience - colleagues, external partners and Londoners - and ensure they understand, respond to what we do and help us to deliver.

**Level 4**

* Articulates self with credibility and conviction, encouraging buy-in to corporate position
* Influences the thinking of other organisations, encouraging them to deliver in line with the GLA
* Ensures that the organisation communicates inclusively with staff and external stakeholders
* Acts as a credible and convincing spokesperson and negotiator for the GLA
* Instils a corporate commitment to accessible communication

**STRATEGIC THINKING**

…is using an understanding of the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.

**Why is it important?**

We need to have a broad view, constantly scanning the horizon to identify current and future challenges and opportunities, helping us to promote and deliver organisational priorities more effectively.

**Level 4**

* Develops a positive and compelling vision of London’s future potential, demonstrating confidence in the strategic direction of the GLA
* Translates an understanding of the compel and diverse threats and issues facing London into positive action
* Proactively involves partners in strategic thinking, incorporating their views into plans and working with them to align strategic priorities
* Sets organisational priorities by identifying where time and investment is needed most
* Generates and leads strategic initiatives that reflect the GLA’s position as a regional authority

**PLANNING AND ORGANISING**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

**Why is it important?**

Success is measured by results. We will be judged by our ability to turn ideas and opportunities into concrete actions, working in partnership with others to deliver clear outcomes for Londoners in priority areas.

**Level 4**

* Takes accountability for monitoring delivery of the GLA’s commitments
* Uses quality assurance processes across the organisation as a feedback mechanism to improve performance
* Takes responsibility for ensuring tools and techniques are available for the effective management of programmes
* Realigns GLA objectives to respond to changing external and internal agendas
* Uses feedback from all sectors as a performance measure for GLA work

**PROBLEM SOLVING**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

**Why is it important?**

Our work involves breaking new ground. We need to understand the challenges the GLA, the GLA Group and other partners face and respond innovatively with new ideas and ways of working together.

**Level 4**

* Seeks multiple perspectives to understand the breadth and depth of compel issues
* Produces strategies to solve organisation-wide problems, considering the practical and political concerns associated with the implementation of solutions
* Enables the GLA to continuously improve and innovate in the long term
* Problem solves jointly with others to stimulate innovation
* Turns ambiguous or difficult situations into opportunities

**RESPONSIBLE USE OF RESOURCE**

… is taking personal responsibility for using and managing resources effectively, efficiently and sustainably.

**Why is it important?**

We want to provide maximum value for Londoners now and in the future. That means acting with integrity, looking for new ways to drive efficiencies and maintaining our reputation for costing no more than we should – either to the taxpayer or to the environment.

**Level 4**

* Explores different options for funding and income generation
* Sets budgets, understanding current costs and challenging teams to deliver greater efficiency
* Monitors resource allocation across the organisation, ensuring the GLA works within budget and resources
* Ensures the GLA procures and uses resources fairly and responsibly and with regard for environmental efficiencies
* Leads initiatives to identify and deliver efficiencies across the GLA Group and through partnership working

**ORGANISATIONAL AWARENESS**

… is understanding and being sensitive to organisational dynamics, culture and politics across and beyond the GLA and shaping our approach accordingly.

**Why is it important?**

We are a high profile organisation, balancing statutory responsibilities with different demands and agendas. Our decisions can have wide repercussions on Londoners and beyond so we need to be able to navigate carefully and sensitively.

**Level 4**

* Focuses on the needs of Londoners, promoting organisational awareness of how they impact GLA priorities
* Anticipates and responds appropriately and professionally to political pressure, inspiring confidence and trust from politicians
* Shapes senior stakeholders’ perceptions of the GLA, using their influence to support the GLA agenda
* Influences Londoners’ perceptions of the GLA, using the Media where appropriate
* Leads the organisation by setting the highest standard in upholding integrity and ethical behaviour