

Director of ICT

Applicant Information Pack



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Introduction

Ofcom is looking for an experienced, hands-on ICT Director with demonstrable experience of successfully leading in-house ICT teams, as well as procuring and/or managing outsourced contracts. Candidates from the public sector will need to demonstrate a depth of knowledge and understanding of the commercial sector. Equally, anyone who has only worked in the private sector will need to demonstrate an understanding of public policy issues and processes.

You will:

- have outstanding people and leadership skills, technical and commercial depth together with a relentless drive to deliver results which meet the needs of the business, and reflect Ofcom's requirement to demonstrate value for money to its stakeholders;
- be structured in your approach to managing day-to-day activities, pro-active and prompt in identifying and resolving issues and highly sensitive to our organisational culture and ways of working;
- demonstrate an awareness and understanding of Ofcom's remit, strategy, goals and objectives.

A welcome from our COO, Jill Ainscough:



My name is Jill Ainscough and I am Ofcom's Chief Operating Officer. I've been at Ofcom for six years and amongst other things, I was responsible for ensuring the smooth running of the Olympic Games from a spectrum interference perspective. This is just one of the highlights of my time here so far.

I wanted to take this opportunity to tell you a little bit more about our organisation and why you should apply for the role of ICT Director.

Of course you will know that Ofcom is the communications regulator and that we regulate TV and radio, fixed line telecoms, mobiles, postal services, plus the airwaves over which wireless devices operate. You may also have heard about the 4G auction earlier in the year, but...did you know that Ofcom is responsible for the database that allocates every single telephone number in the UK? Did you know that Ofcom uses the latest technology to ensure that we can accurately locate radio interference so that, for example, planes can land safely? Did you know that Ofcom licenses all sorts of spectrum users – from your local cab firm to your mobile provider? Ofcom's remit is wide, varied and very interesting.

As ICT Director, you will be a key member of our management team. You will play a significant role in ensuring that the Operations Group provides efficient, effective and flexible operational capabilities that underpin the delivery of Ofcom's strategic priorities. A key element of this will be a new strategy and operational model for ICT, which you will lead.

This is a great time to join Ofcom. The role of ICT Director offers professional challenges and a real opportunity to make a difference – internally and externally. I hope you agree, and that you will take your interest in us further by applying for the role.

Best Wishes,

A handwritten signature in black ink, appearing to read 'Jill Ainscough', written in a cursive style.

Jill P. Ainscough

Why you might be interested in the role

- A chance to shape the future ICT strategy for Ofcom.
- A chance to help finalise our operational model, define the procurement process, 'do' the procurement, and make it work.
- A chance to contribute to Ofcom's overall strategy as a member of the Operations Leadership group.
- A chance to help deliver on projects that are impacting on citizens and consumers across the UK.
- A real and genuine opportunity to make a significant difference and impact, both internally and externally.
- You are bored and looking for a demanding, high profile and fascinating role.
- You are keen to return to a more blended role with a mix of both operational and strategic.
- A chance to work for a high profile and strong 'brand' that can only enhance your CV.

About Us

Ofcom is the communications regulator.

We regulate the TV and radio sectors, fixed line telecoms, mobiles, postal services, plus the airwaves over which wireless devices operate.

We make sure that people in the UK get the best from their communications services and are protected from scams and sharp practices, while ensuring that competition can thrive.

Ofcom operates under the [Communications Act 2003](#). This detailed Act of Parliament spells out exactly what Ofcom should do – we can do no more or no less than is spelt out in the Act.

The Act says that Ofcom's general duties should be to further the interests of citizens and of consumers. Meeting these two duties is at the heart of everything we do.

Accountable to Parliament, we are involved in advising and setting some of the more technical aspects of regulation, implementing and enforcing the law.

Ofcom is funded by fees from industry for regulating broadcasting and communications networks, and grant-in-aid from the Government.

What we do

Our main legal duties are to ensure:

- the UK has a wide range of electronic communications services, including high-speed services such as broadband;
- a wide range of high-quality television and radio programmes are provided, appealing to a range of tastes and interests;
- television and radio services are provided by a range of different organisations;
- people who watch television and listen to the radio are protected from harmful or offensive material;
- people are protected from being treated unfairly in television and radio programmes, and from having their privacy invaded;
- a universal postal service is provided in the UK – this means a six days a week, universally priced delivery and collection service across the country; and
- the radio spectrum is used in the most effective way.

What we do not do

We are not responsible for regulating:

- disputes between you and your telecoms provider;
- premium-rate services, including mobile-phone text services and ringtones;
- the content of television and radio adverts;
- complaints about accuracy in BBC programmes;
- the BBC TV licence fee;
- post offices; or
- newspapers and magazines.

The Annual Plan sets out Ofcom's strategic purposes, proposed priorities and work programme for the twelve months from 1 April 2013 to 31 March 2014. Please see [Annual Plan](#) for further details.

Values and Diversity

As an employer, Ofcom's goal is to recruit, develop and retain outstanding people, reflecting the diverse communities we serve, who work together to deliver our common aims and objectives. Part of our ethos is to be a place where people choose to work because it offers equal and inspiring opportunities to everyone.

We have a clear set of Values which reflect our wish to work in an open, effective and people driven way. Our Values guide what we do, the way in which we do it and encourage the right behaviour:

- Communicating openly and honestly
- Listening with an open mind
- Making a difference
- Empowering and prioritising
- Investing and supporting our colleagues
- Genuine collaboration

These values are underpinned by our [behavioural competencies](#), which set out the standards and expectations of the skills and behaviours we expect from people who work at Ofcom.

We also take steps to promote diversity and equality within Ofcom and we have a successful strategy to ensure that diversity is at the forefront of the organisation.

Ofcom is an equal opportunities employer. It wishes to reflect the diversity of contemporary UK society and is therefore actively seeking to recruit colleagues from all cultural and ethnic backgrounds as well as those who have a disability.

About the Job

Job Title:	Director of ICT
Team:	ICT
Group:	Operations
Job Ref:	OFC1015 (2013-OPS-29)
Reports to:	Jill Ainscough, Chief Operating Officer
Job Location:	Riverside House, 2a Southwark Bridge Road, London SE1 9HA
Job Purpose:	<p>You will be responsible for Ofcom's ICT strategy and operational model, including longer term planning and systems / technology migrations where identified and ensuring that all our services are fit-for-purpose.</p> <p>Provide leadership and management of the day-to-day activities of the ICT team and suppliers.</p>
Closing Date:	02 September 2013

Key Responsibilities

- Work closely with decision makers in other Groups to identify, recommend, develop, implement and support cost-effective technology solutions for all aspects of the organisation.
- Ensure that ICT costs are contained and achieve value for money. This includes the procurement of outsourced and related services, including robust management of the contracts from both a commercial and service provision perspective.
- Identify the skills and capabilities required in Ofcom's ICT Team and build a structure that reflects the strategy and business requirements, is coherent as a whole, enables the smooth running of the organisation and the achievement our strategic goals.

Specific responsibilities include, but are not limited to:

- Formulating and deploying long-term strategic plans for acquiring and enabling efficient / cost-effective systems technologies that will enable the organisation to operate effectively.
- Maintaining an awareness of emerging technology solutions and government ICT strategies, and an understanding of how these might be applicable to Ofcom.
- Ensuring that Ofcom's systems and data are secure and that our policies adhere to best practice.
- Developing and implementing all necessary ICT policies and procedures.
- Establishing and maintaining regular and effective communications with the leadership team, Group directors, and end users regarding Ofcom ICT activities.
- Developing business case justifications and cost/benefit analyses for ICT spending.

- Developing and managing the ICT budget, with a focus on long-term cost reduction.
- Ensuring that the ICT team is well organised and that they operate collaboratively and effectively.
- Leading, inspiring, motivating and developing the ICT team, ensuring there is a depth and strength of talent to deliver the work plan.
- Complying with all relevant Ofcom policy and procedures and behavioral competencies.
- Ensuring Ofcom health & safety policies and procedures are adhered to and embedded within the ICT team.

Person Specification

Part One

Knowledge & Experience

- A strong track record of achievement and extensive experience of directing an ICT operation including the successful management of outsourced services.
- Familiar with extended procurement processes for large scale outsourcing contracts.
- Demonstrable experience in managing complex integrated services and solutions, including a strong knowledge of the principles and practice of enterprise architecture / applications.
- Proven experience in ICT strategic planning and development, project management, and policy development.
- Experience of systems design and development – from analysis of business requirements through to day-to-day management.
- Demonstrated ability to apply ICT in solving business problems.
- In-depth knowledge of applicable laws and regulations as they relate to ICT.
- Ability to build and maintain effective working relationships across Ofcom; readily taking the initiative to ensure flexible and constructive working across organisational boundaries.
- Successfully managed and delivered a complex change programme.
- Extensive and demonstrably successful experience of working in a team-oriented, collaborative environment.
- If a mostly public sector background, you must be able to demonstrate a depth of knowledge and understanding of the commercial sector. Equally, if a mostly private sector background, you must be able to demonstrate an understanding of public policy and procurement issues and processes.

Part Two

Personal Attributes

- Proven ability to build and maintain the respect of a team, motivate and achieve results.
- Excellent written, oral and interpersonal skills and the ability to operate credibly and effectively at the highest level of the organisation.
- Proven ability to present ideas in business-friendly and user-friendly language.
- Highly self-motivated, self-directed, and attentive to detail.
- Proven ability to effectively prioritise and deliver in a high-pressure environment.
- Open, sharing and transparent in style and demeanour.
- Strong on both strategic and detail.

Essential Skills/ Experience

Formal Education & Certification

- University degree in the field of computer science or information systems and several years related work experience. Master's degree in either of these fields or MBA with technology as a core component would be an advantage.
- Knowledge of ITIL, TOGAF and related ICT best practice (certified where applicable).

Reward Package

The reward package at Ofcom is based on more than an attractive basic salary and a potential bonus. There is a flexible benefits allowance and pension allowance, and our standard benefits include:

- 25 days holiday
- Private Medical Insurance
- Life Assurance
- Annual Health Check
- Income Protection Insurance

For other benefits, we believe that our colleagues are best-placed to choose those that are of most value to them, so we have designed a flexible benefits package to suit individual needs. You can choose from a wide range of flexible benefits, including the option to purchase additional annual leave, travel insurance, private medical cover for your family.... and much more.

How to Apply

If you wish to apply for this position, please supply the following, quoting reference OFC1015 (2013-OPS-29):

- A **comprehensive CV** setting out your career history, with responsibilities, achievements, and details of your current salary and benefits
- A letter (**no more than two sides of A4**) explaining your motivation for interest in this role
- A **supporting statement** that fully addresses the criteria in Part One of the person specification. This will be explored further along with Part Two of the criteria with those candidates invited to preliminary interview
- Contact details of **two suitable referees**, and let us know whether you would be happy for us to contact them as part of the process. Referees will not, of course, be contacted without your prior consent, but we do intend to contact referees after shortlisting prior to any panel interview
- A completed [diversity monitoring form](#).

In addition, to satisfactory references, please note that any offer of employment will also be subject to:

1. Proof that you are eligible to work in the UK (for example your passport) which will be required on your first day of employment.
2. An occupational health questionnaire, the results of which are satisfactory to Ofcom. (*This questionnaire will be retained by AXA PPP Healthcare. It will be used to guide Ofcom on any specific adjustments or health requirements you may have during employment. Clinical information will not be released by AXA PPP without your consent.*)
3. Proof of any necessary qualifications outlined on the job specification having been provided.

Applications will be considered by the appointment panel at the beginning of September, with interviews expected to take place in line with the timetable below. Prior to final interviews, shortlisted candidates will be offered the opportunity of an informal discussion with the Chief Operating Officer.

With the exception of the diversity monitoring form, all the documents and evidence submitted will be reviewed in the longlisting process.

Your CV, motivation letter, supporting statement and diversity form should be returned by email to our advisors Michael Dobson and Hamish Davidson at OFC1015@davidsonpartners.com. Alternatively you can return them by post or by hand to Michael Dobson, Davidson & Partners, 33 Queen Street, City of London, EC4R 1AP.

Please note that the deadline for receipt of applications for this role is **5pm, Monday, 02 September 2013**. Please ensure that you review the timetable below so that you are aware of potential interview dates.

For any questions about any specifics of the application process or to discuss any details of the role on a confidential basis, please contact either Michael Dobson on 020 7183 0363 or 07766 158 997 email: michael.dobson@davidsonpartners.com or Hamish Davidson on 020 7183 0363 or 07932 698 807 email: hamish.davidson@davidsonpartners.com.

Timetable

- Closing date for applications Monday 02 September
- Long List meeting w/c 09 September
- Preliminary interviews with D&P w/c 16 September
- Short List meeting w/c 23 September
- Referencing/informal meets w/c 30 September
- Final interview with Ofcom w/c 07 October