ROYAL BOROUGH OF GREENWICH

JOB DESCRIPTION

DEPARTMENT Digital and Customer Services

POSTHOLDER SECTION Technology

GRADE PO8

POST DESIGNATION (TITLE) Housing Digital Lead

Purpose of Job:

To be responsible to the **Head of Technology** for:

1. Acting as the strategic lead for our digital housing products, engaging with senior Housing and other corporate leaders to ensure the value of our investments is fully realised.
2. Overseeing the ongoing high quality delivery of digital products and services to support Housing operations (and other product areas that you may be assigned), working in the open with the user at the centre of all you do, including matrix managing multiple products and projects concurrently.
3. Working with Housing and other corporate leaders to translate strategic business direction into product priorities, helping them transform their services through digital transformation
4. Leading, supervising and motivating the Housing Technology team, and other teams that may be allocated to you, adhering to corporate product management standards and taking responsibility for professional development of the team and managing performance robustly.

Manages up to 4 directly managed staff.
Manages up to 25 indirectly managed staff.

Main Duties:

1) Take the lead with digital, corporate and client service leadership teams to shape and deliver the long-term strategic plan for your assigned product areas, aligning system enhancements and procurements to corporate objectives and service priorities.
2) Play a key role in the strategic leadership structure of the Digital team, contributing to decisions that will have significant outcomes for the client service/directorate.
3) Provide operational oversight of key systems and platforms within allocated product areas, ensuring they are stable, fit-for-purpose, and responsive to changing organisational needs.

4) Work with other Digital teams to ensure the end-to-end delivery of a high-quality support service for all users of your allocated products and systems, ensuring successful delivery against key performance indicators, and high levels of customer satisfaction.

5) Work with other Technology teams to ensure that your allocated products and systems are secure from attacks, and configured to minimise any chance of fraudulent use or data breaches.

6) Lead the evaluation, procurement, and implementation of new systems or modules, ensuring strategic fit, cost-effectiveness, and successful integration with existing platforms.

7) Collaborate with senior stakeholders, including service heads, Digital leadership, and programme boards, to ensure systems developments are prioritised, well-governed, ensure regulatory compliance, and contribute to service transformation.

8) Lead, inspire, monitor and manage a multi disciplinary product team, promoting a culture of collaboration, high performance, innovation and service excellence. Allocate resources effectively to ensure operational resilience and the delivery of strategic objectives.

9) Build and maintain strong, trusted relationships with suppliers, ensuring value for money, high performance, and responsiveness to the council's evolving needs.

10) To undertake any other work appropriate to the level and general nature of the post's duties.

11) Where necessary for the job role or appropriate for continued development in the role, the post holder may be required to participate in training and development courses made available via the Council's Apprentice Levy funding.

12) To undertake all duties with due regard to the provisions of health and safety regulations and legislation, Data Protection/GDPR, the Council's Equal Opportunities and Customer Care policies.

13) To perform all duties in line with Council's staff values showing commitment to improving residents lives and opportunities, demonstrating respect and fairness, taking ownership, working towards doing things better and working together across the council.

14) To ensure that appropriate levels of emergency planning and business continuity management preparedness are in place for the service, and that your teams are appropriately briefed on their roles in an emergency.

15) To be responsible for undertaking employee investigations, hearings and appeals in line with the RBG policies and procedures.

16) Responsible for providing mentoring opportunities to junior staff (e.g. graduates, apprentices etc.)

17) This post does not require a DBS

18) To undertake supervision/management of staff as and when required.

19) You may be required to undertake alternative, additional or ancillary duties from time to time or transfer to another service department within the Council as the Council may reasonably direct to meet service user demand in the event of a crisis or emergency.

Designation of the post to which the post holder normally reports to: Head of Technology

Person Specification

Job Title	Housing Digital Lead
Grade	PO8
Service/Section	Digital/Technology/Housing IT
Directorate	Resources

Shortlisting Criteria: Essential criteria assessed via application form should be used to shortlist.

Criteria	Essential/ Desirable
Knowledge	
In-depth understanding of Housing systems, digital transformation principles, and the strategic role of technology in delivering high-quality public services.	E
Expert knowledge of service delivery principles with good knowledge of ITIL processes.	E
Expert knowledge of system development lifecycles, system architecture, procurement frameworks, and contract management within a local authority or large public sector organisation.	E
Product methodology, frameworks and principles including: how to define a vision, set product strategy, prioritise and set objectives, define measurable outcomes and metrics, create and iterate a roadmap	D
Up-to-date knowledge of relevant legislation and regulatory frameworks, including data protection (UK GDPR), accessibility standards, financial compliance relevant to IT systems, and social housing regulation.	D
Strong awareness of current and emerging technologies relevant to housing and public safety, including reporting tools, data integration, workflow optimisation, and cloud platforms.	D
Up to date knowledge of cross government DDAT frameworks	D
Skills and Abilities	
Exceptional leadership and team development skills, with the ability to inspire, mentor and manage diverse teams and foster a culture of continuous improvement and innovation.	E
Highly strategic thinker with the ability to align digital services and operational delivery to long-term business goals and evolving customer needs	E
Proven ability to use data and evidence in making decisions.	E
Proven ability to manage complex IT portfolios, including change programmes, technical upgrades, and supplier	

relationships, ensuring outcomes are delivered on time, within budget, and to specification.	E
Excellent communication, influencing, and stakeholder engagement skills – able to effectively engage with senior leadership, external partners, and front-line teams alike.	E
Experience	
Significant experience at a senior level in leading operational and strategic IT service delivery in a complex organisation – ideally within local government or social housing environments.	E
Demonstrable experience in successfully managing cross-functional digital or IT teams, driving performance, embedding governance and best practice standards.	D
Experience in delivering multi-vendor technology projects, including vendor selection, contract negotiation, budget monitoring, and risk management.	D
Experience of using experimentation and innovation approaches to drive operational change through technology	D
Equal Opportunities	
Understanding of and commitment to the Council's equal opportunities policies and ability to put into practice in the context of this post.	D
Understanding of and commitment to achieving the Council's staff values and ability to put into practice in the context of this post.	D