

Job Title	Director of Digital, Data & Technology
Level	Director (Chief Officer Grade C)
Reports to	Director of Resources (Section 151 Officer)
Date	July 2026

JOB PURPOSE

The Director of Digital, Data & Technology is responsible for providing organisational leadership for the Council's Digital offer. They must ensure these services are as efficient and effective as possible, to support the smooth running of the organisation whilst managing risk appropriately. This role demands a high level of digital expertise and the leadership to drive continuous innovation and deliver improved outcomes across these functions and the services they support.

As a member of the Corporate Senior Leadership team, they will play a key role in developing the organisation as a whole and work collaboratively with other senior officers, councillors and partners to deliver strategic priorities. In addition, they will build networks with peers across the sector to bring best practice and innovation back to Royal Greenwich.

SERVICE RESPONSIBILITIES

To provide strategic oversight of the Digital function. This includes ensuring there are clear service plans and that each function is run in the most efficient and effective way possible whilst also continuously improving. This also involves realising the Council's vision of end to end seamless and integrated services and overseeing complex change programmes to facilitate service improvement and greater self-serve.

To develop and lead the Council's Digital Strategic Direction, in line with organisational priorities, setting targets and agreeing plans with the Director of Resources.

ACCOUNTABILITIES

I. Role-Specific Accountabilities

Act as the Council's Chief Digital Information Officer (CDIO), Senior Information Risk Owner (SIRO) and lead for technology-led change within the authority. This includes information governance, cyber security, infrastructure management, contracts management and use of technology resources.

Strategically drive the identification and implementation of new opportunities presented by technology, automation and artificial intelligence to achieve service improvement, greater efficiency, and value for money across the Council.

Ensure the Council's strategies and processes in the areas above continuously develop to reflect legal and policy changes, IT security and data protection requirements, best practice in the public sector, as well as deliver value for money.

Ensure that the Council's processes in these areas are efficient and easy to navigate and take into account wider Council objectives and priorities.

Actively engage service users to identify areas for improvement in these areas, collaborating with services to develop effective and efficient solutions that continue to manage risk effectively.

Take accountability for safeguarding the Council's systems, applications and devices against cyber threats and outages, ensuring the safety of all staff while they work.

Implement effective staff training programmes for relevant services and on cyber security, in order to equip staff across the organisation with a good understanding of digital processes and risk management, and the confidence to take accountability for navigating them.

Directly manage and up to 10 staff, providing guidance and direction to ensure optimal team performance.

Deputise for the Director of Resources as required.

Undertake any other work appropriate to the level and general nature of the post's duties.

Please note, the post holder is expected to work outside of normal office hours, including physical attendance at evening meetings or committees, for which no additional payment will be given.

2. Strategic Leadership & Service Direction

Develop and deliver service strategies aligned to directorate and corporate objectives, translating the Director of Resources' strategic direction into operational strategies and delivery plans.

Act as the organisation's subject matter and professional lead for the service area, providing authoritative expertise that informs directorate and corporate strategy.

Translate political priorities into deliverable programmes and clear plans, bridging between strategic intent and operational reality.

Contribute to directorate and corporate strategy development, bringing service-level insight and professional expertise to senior decision-making.

3. Financial Management & Value for Money

Manage all divisional revenue and capital budgets with robust financial oversight, making resource allocation decisions within delegated authority and corporate financial frameworks.

Deliver savings plans and efficiency programmes within the service area, identifying and implementing savings while managing the impact on service quality and outcomes.

Monitor financial performance actively and escalate risks early, ensuring the Director of Resources has timely and accurate financial information for decision-making.

Ensure value for money in all procurement and resource decisions, applying professional judgement to optimise the use of resources within the service area.

4. Performance, Improvement & Service Delivery

Ensure clear delivery plans, KPIs and outcome measures are in place for all services, establishing the operational performance framework within the service area.

Monitor performance actively and intervene where standards fall, exercising professional judgement to determine when and how to act on performance issues.

Lead structured service improvement initiatives and redesign programmes, applying evidence and professional expertise to drive measurable improvements.

Use data and insight to drive continuous improvement, interpreting performance information and translating it into action.

5. People Leadership, Culture & Professional Standards

Lead Assistant Directors, Heads of Service and senior professionals, developing capability and managing performance to maintain high standards across the service.

Ensure effective workforce planning and maintenance of professional standards, managing the service's human resource needs within directorate frameworks.

Embed corporate HR policies and leadership behaviours across the service, ensuring consistency with organisational expectations and values.

Model and promote the Council's values and inclusive culture, setting the tone for professional conduct and working environment within the service.

6. Governance, Risk & Regulatory Compliance

Ensure statutory and regulatory compliance across all service areas, maintaining up-to-date knowledge of the legal and regulatory framework and ensuring it is applied consistently.

Maintain strong internal controls and respond promptly to audit findings, ensuring risks within the service are identified, managed and escalated appropriately.

Prepare high-quality reports and advice for Members, ensuring political decision-makers receive clear, accurate and timely professional advice.

Ensure lawful decision-making and sound governance within the service, maintaining proper records and decision trails.

7. Stakeholder Engagement, Partnerships & Professional Networks

Maintain effective partnerships relevant to the service area, engaging with partners, stakeholders and service users to support service delivery and improvement.

Represent the Council in professional networks and sector forums, contributing the Council's expertise and learning from best practice elsewhere.

Engage stakeholders and partners to support service delivery and improvement, building collaborative working arrangements that deliver better outcomes.

Develop joint working arrangements that deliver better outcomes for residents, applying professional expertise to design effective multi-agency approaches.

8. Innovation, Future Focus & Professional Development

Keep abreast of professional, regulatory and technological developments relevant to the service, interpreting external changes and assessing their implications for service strategy.

Identify opportunities for redesign, digital enablement and productivity improvement, developing evidence-based proposals for service modernisation.

Develop forward-looking service strategies that anticipate demand and financial pressures, planning for medium-term sustainability within the directorate framework.

Foster a culture of learning, innovation and constructive challenge within the service, encouraging staff to question established practice and contribute ideas for improvement.