



Job Description

Job Title: Head of Information Services (IS), Leadership Team

Reports to: Finance Director, Executive Team

Team: Finance

Location: Nelson

As a credible member of the Leadership Team you will:

Demonstrate confidence at main Board level and maintain organisational motivation through significant change.

Establish ownership and accountability for the challenges the business faces and work to improve service performance whilst reducing costs in order to deliver a reliable and affordable essential public service.

Job purpose:

Over the last five years, Welsh Water has carried out a major programme of IS system implementations, including SAP modules (work planning, asset management, scheduling, CRM), a new GIS system and a new Strategic Investment Planning System. It will be the responsibility of the Head of IS to create and develop a new IS department within Welsh Water which enables us to leverage this considerable investment through further cost effective enhancements that deliver significant improvements in cost efficiency and customer service.

The Head of IS will develop a deep, practical understanding of the importance of IS within the business and will be an enthusiastic champion of the ability of IS developments to contribute to the achievement of Welsh Water's ambitious long-term objectives for its customers and the environment.

As Head of Information Services you will:

- help shape the corporate strategy for Welsh Water by demonstrating how information services can enable major improvements in cost efficiency, operational performance and customer service
- support Welsh Water's programme of ongoing business change by delivering new IS solutions on time, cost and quality
- deliver highly reliable and secure information services that enable Welsh Water to meet its responsibilities as a provider of essential public services.

The Head of IS will be responsible for a department of 40-50 staff, with an annual budget of some £25 million, including the procurement of services from ICT partners (currently Logica, Capgemini and TCS).

Principal Accountabilities

- IS Strategy:
 - Develop the future IS strategy for Welsh Water, with an appropriate enterprise architecture, for approval by the Board
 - Deliver the agreed IS strategy and monitor its effectiveness
 - Maintain a good understanding of IS developments at utility companies and other relevant organisations, and their potential applicability to Welsh Water
 - Through a thorough understanding of the importance of IS within the business, champion the ability of IS to make an essential contribution to the achievement of Welsh Water's long-term business objectives
 - Develop and ensure the effective implementation of information security policies and IS business continuity policies to protect Welsh Water's business

- IS Programmes:
 - Develop an efficient process to scrutinise and prioritise requests of IS developments from other parts of the business, notably the operational units, and to distil from them a coherent IS delivery plan for approval by the Executive
 - Deliver new IS solutions in accordance with that plan, through IS suppliers, concentrating on delivery to time, cost and quality and real return on investment

- IS Service Delivery:
 - Ensure effective delivery of day to day information services (including: desktop computing, mobile computing, enterprise and functional applications, service desks, data centres, communications networks, telemetry, telephony etc.) through IS suppliers
 - Monitor and report on appropriate KPIs of systems performance
 - Ensure that the commercial and contractual arrangements are in place to gain best value from our IS suppliers and show this through benchmarking and periodic competitive retendering of contracts
 - Work closely with the business to ensure that customer needs are being met and demonstrate this through appropriate surveys and other management information
 - Support the major business applications and information services through support centres (e.g. for SAP, GIS)

- As Head of IS:
 - Lead and manage a high performance IS dept so that everyone has clear accountabilities and targets
 - Develop IS expertise both in the IS department and throughout Welsh Water, through succession planning, training and the maximum use of developmental roles and opportunities
 - Responsibility for achieving a high visibility of IS costs and tight cost control both within the IS department and in the use of IS resources throughout the business

| <u>Experience, Qualifications and Skills</u> | <u>Assessment Method</u> | | |
|--|---------------------------------|----------|----------|
| | A | I | T |
| Educated to graduate level and/or a suitable professional qualification or accreditation | X | | |
| At least 5 years at a senior level with accountability for the delivery of business critical outputs and programmes in a major organisation | X | X | |
| Proven ability to articulate a coherent, long-term strategy at a Board level and to take personal responsibility for the delivery of that strategy | X | X | X |
| Successful experience in driving value for money and efficiency in the use of resources throughout a large and complex operational business or other relevant organisation | X | X | |
| Proven ability to transform organisations and deliver business value, including through the use of information services | X | X | |
| Relevant experience in managing a complex and sophisticated supply chain, including outsourced services and ideally IS solutions delivery | X | X | |
| Key Relationships and Interactions | | | |
| Working with Directors, Senior Management Team and Board to shape and deliver the corporate strategy for Welsh Water | X | X | X |
| Working with Directors and Heads of Functions to deliver business change | X | X | |
| Providing leadership and management throughout the IS dept and along the IS supply chain (exerted through a sound management and governance structure that enables and empowers staff and suppliers) | X | X | X |
| Working with other senior staff across a complex organisational and geographical matrix | X | X | |

Key:

A – Assessed via application form

I – Assessed at interview

T – Assessed using appropriate method e.g. psychometric / ability test /scenario based

| <u>Competencies</u> | <u>Assessment Method</u> | | |
|--|--------------------------|----------|----------|
| | A | I | T |
| Leadership – The ability to understand the business needs and to translate these into a shared purpose, strategy and objectives and to motivate and inspire others to work towards these. The ability to gain the respect and commitment of others. | X | X | |
| Corporate Representation - The enthusiasm and ability to lead by example and to project a positive and professional image of DCWW with all contacts and stakeholders at all times. | X | X | |
| Commercial Awareness - The understanding of the economics of business. The understanding of the business benefits and commercial realities, from both the organisation's and the customers' perspectives. | X | X | |
| Environmental & Organisational Awareness - The awareness of economic, environmental, social and political factors, current and changing, likely to affect the job or the organisation. The ability to assess the impact of these factors on the job or the organisation and to overcome challenges and seize opportunities to optimise effectiveness. | X | X | |
| Developing People – The ability to set clear goals for others; to assign responsibility; to measure performance; and to seek and deliver feedback to achieve quality, timely results and enhanced individual performance. | X | X | X |
| Resource / Project Management – The ability to establish an appropriate course of action, either for oneself or for others, and to manage all resources (to include people, budgets, contracts, systems and processes) effectively, in order to achieve an objective. | X | X | |
| Ownership and reliability – The readiness to take responsibility for projects or issues and to be accountable for their timely delivery and quality. The capacity and motivation to fulfil consistently any undertakings made. The habit of never letting people down, or promising what can't be done. | X | X | |
| Communication skills – The drive and ability to exchange appropriate information with relevant people at the right time. The desire and skills to seek first to understand as well as to be understood. To be as open as confidentiality allows. | X | X | X |
| Influencing Skills - The ability to make a clear, persuasive presentation of ideas or facts, verbally or in writing; to convince others; to gain agreement or acceptance of proposals or views. | X | X | X |

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| Creativity/innovation – The ability to look at issues from a broad perspective, to come up with imaginative solutions, and to identify innovative alternatives to typical, unusual or difficult situations or problems. | X | X | X |
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If you wish to apply please complete an application form and return it to recruitment@dwrcymru.com.

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