

# DUNDEE

## Recruitment Pack

### Head of Digital and Customer Services

Dundee City Council



Dundee is a dynamic, ambitious city with a remarkable history and an exciting future.

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# Welcome from the Chief Executive

Thank you for your interest in this role.

We are a council with big ambitions because we want the best for all our citizens. We want Dundee to be the best place to grow up, study, work and live long and happy lives.

Dundee has transformed itself into a growing city on a journey of major economic, social and cultural development, including its world renowned £1bn Waterfront development with V&A Dundee at its heart. Further opportunities lie ahead such as the £300 million Tay Cities Deal, the Michelin Scotland Innovation Parc, a Life Sciences Innovation District and the Eden Project - all examples of Dundee's bold and creative ambition. As a result, Dundee has been named as one of the world's top "places of the future".

The Council has a vital role in enabling transformational change to meet the needs of the city and at the same time maintain the financial sustainability of local services. We continue to work with partners, businesses, citizens and communities to tackle challenges and grasp opportunities.

Many uncertainties still remain about the impacts of the UK withdrawing from the EU, the COVID-19 pandemic and now the cost of living crisis. We pay particular attention to the impact on the local economy; on the funding of employability, social inclusion, regeneration and support for key business sectors; and on the work of our universities and colleges, which play such a key role in the city.

As a Council, we provide best value and are committed to continuing to change for the future. Given the ongoing financial uncertainties we need to look again at how we design and deliver our services. That will also affect how we design our budgets and income, our service structures and workforce planning to ensure that we are working in the most efficient, effective and innovative ways.

Our success is reliant on our employees who are motivated, innovative and productive. Our workforce deliver services confidently and competently, with the right skills, knowledge and values.

In return for your leadership, we offer a friendly and welcoming place to work with a talented team of staff and a competitive salary and benefits package.

If you have the drive, skills and experience to contribute and influence I would be delighted to receive your application.



**Greg Colgan**  
Chief Executive, Dundee City Council



# Dundee City

Dundee is a modern, vibrant city which is continuing to transform culturally.

It is a leader in many fields including life sciences, technology, gaming, digital media, art and design and is developing capacity in the green jobs sector.

Particularly after the opening of the V&A Dundee, it is increasingly becoming a tourist destination for Scottish, UK and international visitors. Dundee was Scotland's first Fair Trade City, the UK's first Living Wage City and the UK's first UNESCO City of Design. Dundee has been named as one of the world's top "places of the future" in a report examining how new technologies will create jobs. The 21 Places of the Future report looks for where new jobs will appear, hotbeds of innovation and ideas, and affordable and enjoyable places to work – places "where the future is being built right now."

Dundee is well positioned for the future with two globally renowned universities in the city and St Andrews close by.

Dundee has an international reputation for using culture and creativity as a catalyst for building resilient and robust communities. Our strong history of cultural investment means Dundee is a vibrant place which harnesses its creativity and cultural richness to support



the engagement, ambition, achievements and wellbeing of its citizens.

Diversity is welcomed with opportunities for worship in a wide range of faiths including Christianity, Buddhism, Hinduism, Islam, Judaism and Sikhism, as well as multi-denominational institutions, which welcome people of all faiths or none.

As well as being Scotland's sunniest city Dundee is a place that is friendly, fascinating and easy to reach. All persuasive factors when deciding where to live and work.





# Dundee is a great place to live and work



Beautiful scenery with seaside, mountains and forests so close you can visit them all in one day.



Compact you can easily walk or cycle around the city.



26 mile cycle route around the city.



Scotland's Sunniest city.



Variety of outdoor activities easily available including watersports, skiing, skateboarding, golf and mountain climbing.



Steeped in history, there is a lot to explore.



Home to some of the best museums in Scotland.



UK's first UNESCO City of Design.



Cost of living is cheaper than other Scottish cities.



House prices are more affordable than in any other Scottish city.



You can fly to London from Dundee Airport in an hour or travel to Edinburgh International Airport in an hour.



Excellent schools, colleges and universities with highly ranked graduate prospects.







# Dundee City Council

Dundee City Council is a democratically elected body for the Dundee area with 29 elected members representing 8 wards.

The Dundee City Council area is geographically the smallest local authority area in Scotland with a population of 147,720. We also serve as the regional centre for approximately 500,000 people in the surrounding areas of Perth & Kinross, Angus and Fife.

We deliver services aimed at providing a better quality of life for the people of Dundee. We are also one of the largest employers in the city with 6,706 employees.

We have a strong local and national reputation for providing good quality and effective services to our citizens through our strategic services areas and partners. We have performed well, despite the significant financial challenges, the pandemic and increased demand for our services.

It is our vision to continuously improve service delivery and to support and enable initiatives which make our services more accessible, more convenient, more operationally effective and cost effective.

Our employees are our biggest asset.



# Our Council's Vision, Values and Key Priorities

The City Plan and Council Plan are two key documents which spell out the Dundee Partnership's vision for the future of the city and the Council's key priorities.



The City Plan sets out ambitious but realistic targets for improving a range of outcomes across the partnership agenda, while the Council Plan details the local authority's targets and actions for making improvements on its priorities.

Dundee City Council fully endorses the shared vision for our city set out in the Dundee Partnership's City Plan 2022-2032. This reflects a consensus in the city which we can all work towards and is set out as follows:



# Our Council's Vision, Values and Key Priorities (continued...)

To achieve the vision, we have selected five priorities to focus on for the next five years and to underpin our bold and ambitious culture to encourage everyone at Dundee City Council to live by these values and deliver on these priorities.



# Our values

## Living our Values

Be open and honest	Be fair and inclusive	Be innovative and transforming	Be constantly learning
<ul style="list-style-type: none"><li>• Develop our talent</li><li>• Have a full engagement with our workforce</li><li>• Encourage feedback</li><li>• Develop our workforce information and analytics to aid decision making</li><li>• Manage workforce change</li></ul>	<ul style="list-style-type: none"><li>• Promote diversity, inclusion and difference</li><li>• Provide an Employee Wellbeing Service</li><li>• Ensure healthy and safe working practices</li><li>• Encourage 2-way conversations</li><li>• Demonstrate respect and dignity</li></ul>	<ul style="list-style-type: none"><li>• Encourage curiosity</li><li>• Open to suggestions and change</li><li>• Share new ideas, thinking and practice</li><li>• Be evidenced based in our decisions</li></ul>	<ul style="list-style-type: none"><li>• Identify and deliver future skills</li><li>• Use Learning to improve our work</li><li>• Have Coaching Conversations</li><li>• Encourage reflective learning</li></ul>

# Benefits of working with us

## Home/Work benefits

- Annual leave up to 32 days plus 5 public holidays
- Enhanced Occupational Maternity/Adoption Pay
- Flexible Working
- Family Friendly Workplace
- Hybrid working (home and office)
- Secure employment
- Work/life balance

## Financial benefits

- Credit Union
- Incremental pay scales
- Local Government Pension Scheme (including AVC's and Ill Health Retirement enhancements)
- Staff Benefits Scheme (including bikes, cars, dental and lifestyle savings)

## Career development benefits

- Career change opportunities
- Career progression opportunities
- Learning & Development opportunities
- Quality Conversations



## Wellbeing support benefits

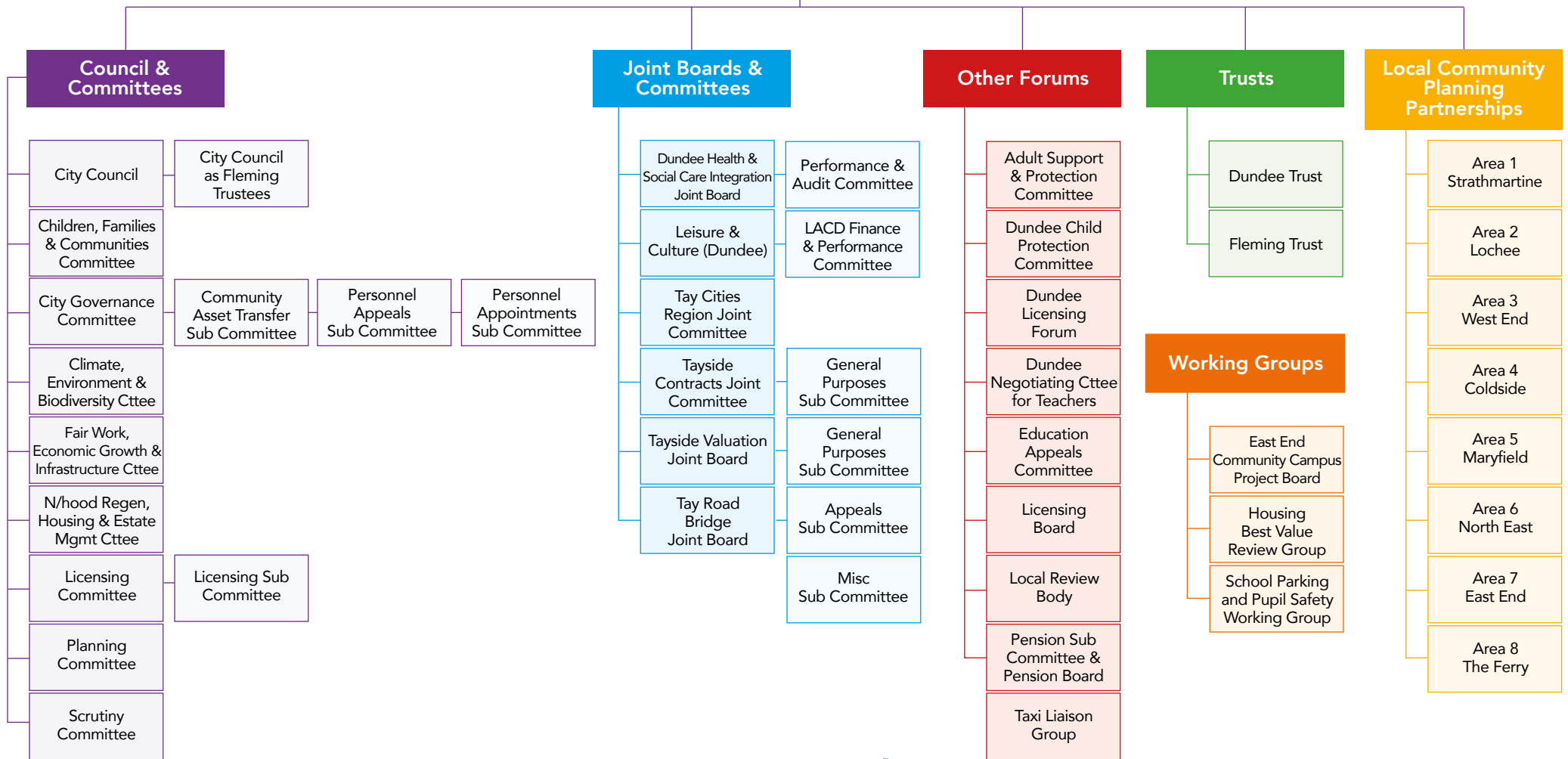
- Attendance support
- Counselling Service
- Occupational Health Service
- Occupational sick pay
- Physiotherapy Service
- Wellbeing Support Service

## National accreditation benefits

- Armed Forces Gold Award Employer
- Disability Confident Employer
- Healthy Working Lives Commitment
- Scottish Living Wage Employer

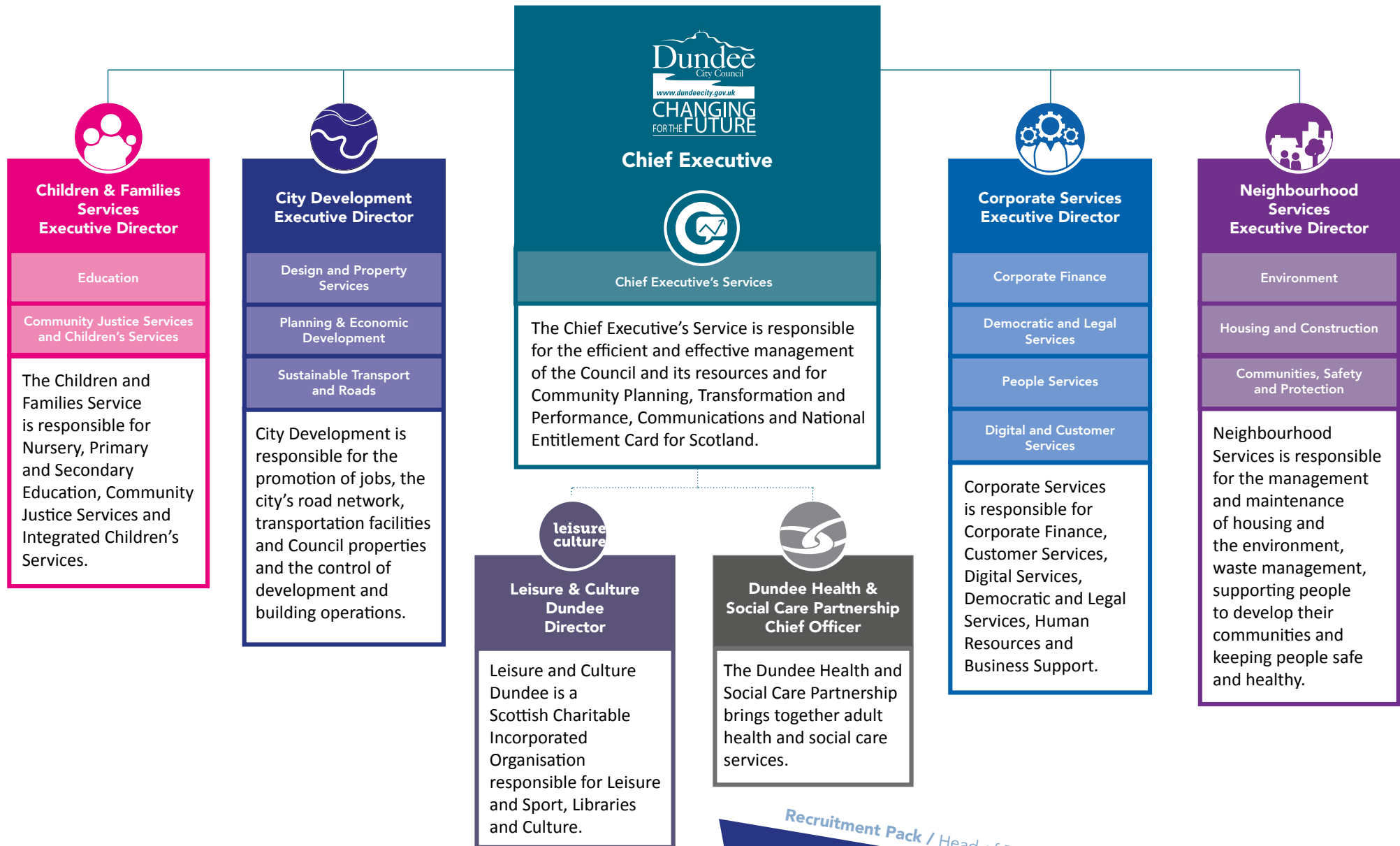


# Dundee City Council Governance Structure





# Dundee City Council Executive Structure



# Corporate Services



The majority of services provided by Corporate Services are central support functions to the Council's service areas and there are also several direct services provided to the public. The Service is responsible for:

- Corporate Finance
- Digital and Customer Services
- Democratic and Legal Services
- People

Our vision is to be a trusted service which provides professional, innovative and dynamic services to support other Council services, deliver significant frontline services to the public and support elected members in carrying out their role.

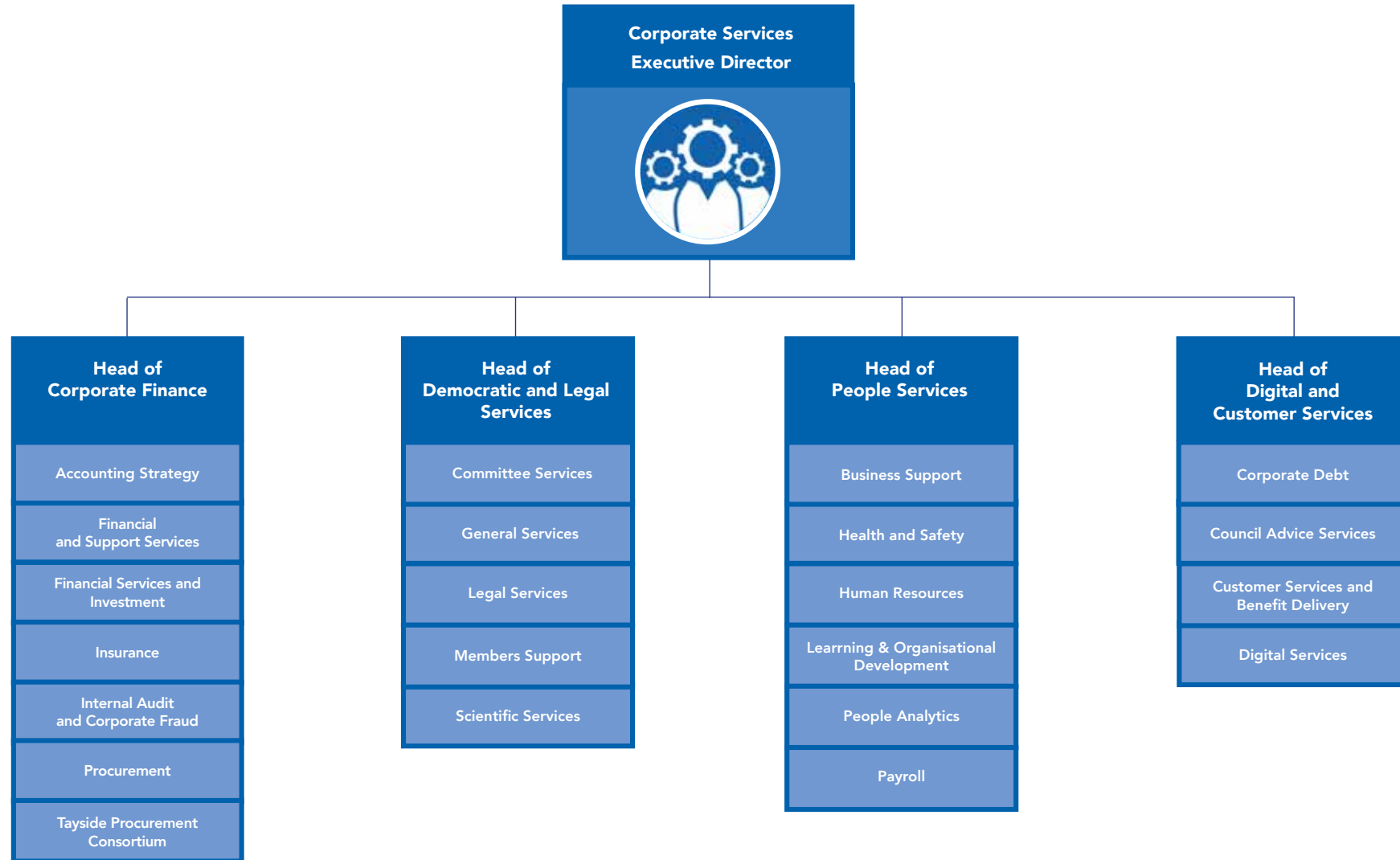
## Digital and Customer Services

**The service is responsible for:**

- delivery of the Council's [Digital Strategy](#).
- management of the Council's IT function, including corporate and school IT.
- administration, billing and collection of [Council Tax](#), (including Domestic Water and Sewerage charges on behalf of [Scottish Water](#)).
- administration of [Housing Benefit](#) and [Council Tax Reduction](#).
- administration of [Non Domestic Rates](#).
- administration of [Scottish Welfare Fund](#), including Crisis and Community Care Grants.
- provision of [Council Advice Services \(CAS\)](#), a service combining three of Dundee City Councils advice teams: [Welfare Rights](#), [CONNECT Welfare Reform](#) and [Dundee Energy Efficiency Advice Project \(DEEAP\)](#).
- provision of advice on the matters listed above, as well as many other services, from within the [Customer Services Team](#).



# Corporate Services Structure





# The Role

## Head of Digital & Customer Services – Corporate Services



Salary £95,480 - £107,596

As a key member of the Corporate Services Management Team the Head of Digital and Customer Services is responsible for contributing to corporate decision making and to the formulation and delivery of the Council's corporate strategies and change programme.

The role also involves supporting Elected Members in determining the Council's overall strategic objectives and priorities.

The Head of Digital and Customer Services provides leadership for the effective delivery of all allocated functions, leading the development of policy and strategy, providing support and inspiration, and managing performance so that the Service is positioned to respond appropriately to changes required throughout the Council and the highest standards of support and service are provided to our citizens.





## The Role (continued...)

### Principal Working Contacts

- Chief Executive Executive Directors and Heads of Service
- Elected Members
- External contacts with other local government colleagues, MSPs, MPs
- Partners from Voluntary and Third sector organisations
- Professional associations
- Regulators and Inspectors
- Business and media organisations

### Main Duties

**As a Head of Service for the Council, responsible for Digital and Customer Services, working autonomously but to the Executive Director of Corporate Services:-**

- Develop concepts and strategies to improve performance and improve services, ensuring the council meets the requirements of best value and continuous improvement, empower employees, encourage innovation, improve performance and promote effective learning and knowledge management.
- Be responsible for taking forward the Council's thematic priorities within their service.
- Lead the development and implementation of the strategic plan for services and functions, liaising with the Council Leadership Team and other Heads of Service to ensure consistency and effective corporate working.
- Provide accurate, timely and professional guidance to the Council and ensure the discharge of all relevant statutory responsibilities.
- As required, deputise for the Executive Director.
- Work in partnership to determine allocated budgets and long-term financial planning to meet service requirements.
- Communicate, influence, negotiate and persuade a wide range of audiences and stakeholders to adopt policies or courses of action.



## The Role (continued...)

- Advise, implement and recommend changes to Council strategy and policy.
- In conjunction with the Executive Director, be responsible for the effective and efficient deployment of employees at a service or multi-functional level in accordance with the Council's workforce strategy.
- Develop and maintain good working relationships with trade unions and ensure there are effective channels of communication and consultation with employees and their representatives.
- Lead and promote the Council's equalities, fairness and diversity agendas within allocated service area to ensure compliance with the Council's equalities and human rights duties.
- Assess the potential impact and implications of information from government, statutory bodies and partners at a service and/or multi-functional level.
- Ensure effective governance and risk management arrangements are in place with robust policies, processes and procedures demonstrating transparency and accountability.
- Ensure effective planning and business continuity arrangements to comply with its statutory duties under the Civil Contingencies and other public and community protection legislation are in place for allocated service area as appropriate.
- Initiate and direct the development of the service's strategic response and ensure its preparedness for implementation of change.
- As required, provide active leadership outwards of the Council to encourage collaboration and partnership working that maximises the benefits and contributions the Council can make for its citizens and the wider City.

## Other Duties

The duties and responsibilities contained within this Job Profile should be regarded as neither exclusive nor exhaustive as the postholder may be required to undertake other reasonably determined duties commensurate with the level and grade of the post without changing the general character and nature of the post.

The Job Profile may be subject to revision, depending on the future needs of the post and the organisation, following appropriate consultation.

# Person Specification

## Professional Educational Qualifications

### Essential

- Professional and management qualification
- Evidence of continuing Professional Development.

### Desirable

- Relevant Degree or equivalent
- Member of an appropriate professional body.

## Relevant Work/Other Experience

### Essential

- Proven record of strategic management and planning.
- Proven record in a management position within the Scottish Public sector/Local Government Sector.
- Knowledge of the legislative framework, the Scottish Government and national agenda to ensure the Council meets its' commitments.
- Experience of managing financial resources and appreciation of aspects relating to value for money, probity and accountability.
- Evidence of successful leadership of teams.
- Able to demonstrate success in change management and changing cultures in a way that has successfully improved services and modernised ways of working.
- Experience of providing advice and support to elected members or at board level.



- Evidence of innovation in the formulation and implementation of policy.
- Proven record of successful partnership and collaborative working with a range of public bodies, private and third sector.

### Desirable

- Experience of strategic integration of ICT with operational activities and service provision.
- Awareness and experience of Risk Assessment, health and safety and business continuity responsibilities and issues.
- Awareness of working within a socio-economic area of deprivation.



# Person Specification (continued...)



## Particular Skills/Abilities

### Essential

- Excellent written communication skills and the ability to produce reports on complex issues.
- Excellent leadership and interpersonal skills with the ability to form positive relationships at all levels
- Strong advocacy and influencing skills, with the ability to present ideas and proposals effectively at senior levels.
- Clear analytical skills to allow the exploration, evaluation and interpretation of information and opinions.
- Strong decision making skills with the ability to make decisions and recommendations based on the analysis of options.
- Ability to make recommendations based on sound risk management principles and contingency planning, within financial, legal and ethical frameworks.
- Successful record of engaging effectively with others, building productive working relationships, including high profile stakeholders, statutory authorities and private sector.
- Ability to motivate specialist teams to achieve high standards of performance.
- Capacity to work under pressure to meet deadlines, satisfy political objectives and organisational priorities.
- Demonstrate commitment to, and achievement of, equality and diversity issues.

### Desirable

- Experience of developing effective and productive links with Elected Members and working successfully in a political environment.

## Personal Qualities

### Essential

- Highly motivated.
- Inspires confidence in others.

## Any Additional Job Related Requirements

- A Basic Disclosure check is required.

## Key documents

Here are links to our key documents.

[Corporate Services Service Plan](#)

[Digital Strategy](#)

[Information Technology Strategy](#)

[Council Plan](#)

[City Plan](#)

[Dundee City Council Financial Plan](#)

[Our People Strategy](#)

[Customer Charter](#)

## Social media and web links

[Dundee City Council website](#)

[OneDundee on the Move](#)

[LinkedIn](#)

[X](#)

[Facebook](#)

[Instagram](#)

[Dundee - One City Many Discoveries website](#)





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