

Person Specification and Further Information for Job Applicants



Scottish Government
Riaghaltas na h-Alba
gov.scot

Job Title	Director of ICT
Contract Type	This is a permanent and pensionable appointment
Business Area	National Records of Scotland
Main Location	Ladywell House, Ladywell Road, Edinburgh
Salary	£67,090 - £69,380
ICT Pay Supplement	This post attracts a £4000 ICT Pay Supplement after a 9 months ICT Competency qualifying period. Pay supplements are temporary payments designed to address recruitment and retention issues caused by market pressures and are subject to regular review.
Nationality Requirements	You can apply for any job in the Scottish Government as long as you are a UK national or have dual nationality with one part being British. In addition, Scottish Government posts are open to Commonwealth citizens and nationals of any of the member states of the European Economic Area (EEA). Further information about civil service nationality requirements is available on the Civil Service Website .
Qualification Requirements	<p>For jobs in Bands B and C, you must hold a minimum of 3 SCE Higher or A Level qualifications (grades A-C) with one being English. Other qualifications equivalent to these may also be acceptable, if you are in any doubt please contact to discuss.</p> <p>Please note: If you fail to demonstrate how you meet the minimum qualifications as stated above, your application will be automatically sifted out.</p>
Working Pattern	This is a full time vacancy, however applications from people wishing to work an alternative working pattern will be considered.
Guaranteed Interview Scheme	Applicants claiming a guaranteed interview will be invited for further assessment should they meet the minimum essential criteria listed in this document.
Reserve List	In the event that further posts are required, a reserve list of successful candidates will be kept for up to 9 months.
Further Information	<p>Further information on the post is available from Tracy Richardson, who can be contacted on 0131 314 4685 or via tracy.richardson@nrscotland.gov.uk.</p> <p>If you have any queries relating to your eligibility on the grounds of Nationality or Qualifications, or if you have any difficulty applying for this role, please contact the Recruitment Team using the details in the footer.</p>



Information about the Business Area

Our current corporate ICT function already provides a wide and varied service remit across NRS to support its current business functions but NRS has now reached a point where delivery of our ICT services must change to reflect the changing needs of the organisation. A longer term business transformation programme is currently looking at the way NRS can best fulfil its purpose in a digital world, including through improved services to customers and with better management of the unique and valuable information it holds. This is reflected in our Digital and Corporate strategies, and ICT services will need to tie in very closely with this new focus.

Although some groundwork of our ICT transformation has already been started, it is in its early stages. ICT is still primarily focused on continued and important support of our current business services but as the different ICT services needed to support our new programmes are understood and planned, they will be used as stepping stones to the wider ICT transformation. These programmes include a new Digital Preservation Service for the archiving of electronic and born-digital records, wider access to our digitised records through our newly re-launched ScotlandsPeople website, and the long term development of a primarily online census operation which is due to take place in 2021. All of our programmes have a strong ICT need.

Currently the main ICT services provided include business as usual operations (hardware, network, telephony, operating systems, business applications), customer services, change management, application support, infrastructure operations, technical design, software development, web services, test services and business analysis.

Information about the Role

The Director of ICT will be responsible for delivering enterprise-wide operational services, moving away from our varied legacy systems and putting in place longer term solutions which will deliver effective, efficient and flexible ICT across our NRS business services and which will reflect the need to rapidly change as NRS business transforms. The ICT transformation will have a strong impact on how our ICT staff deliver future services and a key part of the role will be ensuring the right skills and culture are in place.

The post-holder will align ICT not just to the business of NRS but also to the Digital First approach and Scottish Government Digital Strategy. As the most senior member of the Scottish Government ICT Profession in NRS, the Director of ICT will also be responsible for the professional development of our ICT staff and our relationship with the Scottish Government's Digital Directorate.

In delivering current and future ICT services the Director of ICT will have a key focus on governance, sustainability, standards and best practice. This will involve the management of ICT services through their lifecycle, ensuring quality customer service delivery to NRS internal and external customers, creating a strategic vision of ICT to transform our legacy systems and deliver new digital services while driving cultural change.

The Director of ICT will be part of the NRS senior executive team and will work closely with business leads/Information Asset Owners and the Senior Information Risk Owner. There is an opportunity to shape the structure of the role, which is likely to involve the direct management of 3-4 Band C staff with approximately 50 staff within their teams, supporting the Chief Executive at a strategic level and working closely with the business leadership group.

Specific Duties

Along with our newly developed NRScotland environment, NRS has a number of legacy environments which support both internal and externally facing applications for various business functions and are used by staff and the public alike. It is vital that these environments continue to support the business functions and that public access can be maintained. Over the last 2 years a number of technical upgrades have been carried out to strengthen the security and robustness of some of these environments until they can be decommissioned. Similar technical upgrades will be required for the remaining legacy environments which will have an impact on business continuity as the work is carried out and a balance will need to be made around the investment needed versus the lifespan of the environment.

- The next step and start of the transformation of ICT will be around planning the short to medium term changes which will include the transformation from legacy environments to our newly developed NRScotland platform. This post will be responsible for developing this plan with close consultation with the business leads/IAOs who own the systems and who engage directly with their customers/users. The plan will deliver efficiencies and financial savings in the longer term and will be the first and key step in changing the way ICT delivers its services. *SFIA Skill ITMG7*
- NRS recognises the difficult changes required in ICT but our business services are already changing with the development of a new ICT environment to support the new Digital Preservation service and the out-sourced development and operation of our new ScotlandsPeople website. 2021 Census will require similar new technologies and environments in the coming years. You will provide technical solutions to their needs which also fits with the direction of the ICT transformation and the development of the ICT strategy and roadmap. These technical solutions will become the backbone of the ICT strategy itself. *SFIA Skill CHMG6*
- A key part of this role will be to develop an ICT strategy for longer term direction and a plan over the years of how this will be delivered. This will be key not only in the transformation of ICT services but in the financial planning of budget needs in the next and future spending review rounds. *SFIA Skill ITSP7*
- From that strategy you will develop a wider and more robust structure within ICT that provides the whole of the organisation with their ICT needs. *SFIA Skill PGMG7*
- Bring extensive ICT knowledge and strategic vision experience into the role of a senior executive team member, and will represent ICT at Audit and Risk Committee and senior management boards. *SFIA Skill SLMO7*
- As the most senior member of the Scottish Government ICT Profession in NRS, responsibility for the professional development of our ICT staff and our relationship with SG's Digital Directorate. *SFIA Skill RLMT7*



Essential Criteria

You will be asked to provide evidence of how you meet these criteria in your application.

1. A strong track record of leadership at a senior level, successfully driving digital and cultural change in a customer-facing environment.
 2. Proven senior level experience of both developing and implementing ICT strategy, at scale and in a complex technical environment.
 3. The ability to work flexibly and collaboratively as part of the organisation's senior leadership team, with strong influencing, engagement and communication skills.
 4. Substantial programme management experience.
 5. Experience of financial management at scale.
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Desirable Criteria

You will be asked to provide evidence of how you meet these criteria in your application. If you are unable to provide a response, please enter N/A into the application field.

1. GSI/PSN compliance and operational awareness.
 2. Strong understanding of IT Security and information architecture
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During the application process you will be asked to provide specific evidence based examples to demonstrate how you meet the criteria. Please ensure that provide specific evidence – you may wish to follow to STARR format (Situation, Task, Action, Result, and Reflection).

- Situation – give a *brief* outline of the context
- Task – What did you want to achieve? What were your aims / objectives?
- Action – What did you personally do?
- Result – What was the result?
- Reflection - Do you have reflections on the event? How have you applied this learning since? What would you do differently next time?

Where the criteria states that you must hold a qualification, you need only state that you do or do not hold the qualification and provide any other information you feel relevant. We would recommend that you prepare your answers before you begin the online application process.

Competencies Required

Here are details of the Competencies required for this role and you will be tested against these competencies if you are invited to attend the interview/assessment.

- [Scottish Government Competencies \(PDF\)](#)
- [Competencies for Band C Roles \(PDF\)](#)



Political Activity

All appointees to the Civil Service must be able to fully comply with the requirements of the [Civil Service Code](#) and are expected to carry out their role with dedication and a commitment to the Civil Service and its core values: which are Honesty, Integrity, Objectivity and Impartiality. As part of this, some restrictions are placed on political activity. You will see that there is a question regarding such activity on the application form. A positive response to this question should not affect the consideration of your application, but is likely to mean that you will be asked additional questions at interview. What you then say at interview will clarify if you meet the requirements of the Civil Service Code.

The Civil Service Code states that:

You must

- Serve the government, whatever its political persuasion, to the best of your ability in a way which maintains political impartiality and is in line with the requirements of this code, no matter what your own political beliefs are
- Act in a way which deserves and retains the confidence of ministers, while at the same time ensuring that you will be able to establish the same relationship with those whom you may be required to serve in some future government
- Comply with any restrictions that have been laid down on your political activities

You must not

- Act in a way that is determined by party political considerations, or use official resources for party political purposes
- Allow your personal political views to determine any advice you give or your actions.

Pre-Employment Security and Eligibility Checks

If you are successful, and are not currently a serving member of the Civil Service, we will as part of the Scottish Governments pre-employment process carry out the following enquiries into your identity, employment/academic history, nationality and immigration status, 'unspent' criminal record (Disclosure certificate), health and other matters, to ensure that you are qualified for the appointment.

Further details on these checks are available to view [here](#).

Completion of Pre-Employment Security and Eligibility Checks

When the pre-employment enquiries are satisfactorily completed to our standard, we will then make you a formal offer of appointment and you will be expected to take up appointment as soon as possible. If you have any question about our pre-employment checks please do not hesitate to get in touch.

Selection

We have a two stage selection process. The first stage is where we review your application form to decide if it does or does not meet the Essential Criteria. Those who meet the Essential Criteria will normally be selected for the next stage of assessment. It is therefore important that you complete your application as fully, but concisely, as possible to demonstrate how you meet the criteria for the post. Please ensure that you study the selection criteria carefully before you complete your application.

The next stage of assessment will be a competency based interview and in most circumstances this will be accompanied by other forms of assessment such as a presentation or written test. You will be given further details about the competency based interview and other assessment elements with your letter of invitation. The data we collect throughout the selection process will be held and used in accordance with the terms of the Data Protection Act.

Interview Expenses

Travel and subsistence expenses incurred during the selection process are the responsibility of the applicant.

Diversity Monitoring Form

Information given on the diversity monitoring form will be treated in strictest confidence and will be retained by HR for monitoring purposes. It will be kept separately from your application form and will not be made available to those involved in the selection decision. Guidance on the Diversity Monitoring Form and why we ask you to complete it is available on our [website](#).

Disability

We are participants in the Jobcentre Plus “Positive about Disabled People” scheme. Under the terms of the scheme, all candidates who consider themselves to be disabled in terms of the Equality Act 2010, and who meet the essential minimum criteria for the post, will be guaranteed an interview. Note: The Equality Act 2010 states that a person has a disability if they have a physical or mental impairment and the impairment has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. A 'substantial disadvantage' is a disadvantage which is more than minor or trivial. 'Long-term' means that the effect of the impairment has lasted or is likely to last for at least twelve months (there are special rules covering recurring conditions). Further guidance in relation to the meaning of disability is accessible on the Equality and Human Rights Commission [website](#).

We will also ensure that we consider and implement any reasonable adjustments you may require to attend for interview or during the course of your employment, should you be successful in securing a post.



Starting Salary

We expect that all new entrants will join us on the minimum of the advertised pay range.

Working Pattern

The standard working week is a 5 day week of 37 hours, net of lunch breaks. You may have the scope to participate in the Scottish Government's flexible working scheme. Consideration will be given to candidates interested in part-time or other non-standard working patterns and in-line with best practice, the Scottish Government has extended to all staff the right to request a flexible working pattern. All requests will be seriously considered.

Annual Leave (pro rata for part-time)

You will have an annual leave allowance of 5 weeks, rising to 6 weeks after 5 years. In addition, the Scottish Government observes 11½ days public and privilege holidays, dates of which are set annually.

Probation

You will be required to serve a probationary period of 9 months and confirmation of your appointment is dependent on the satisfactory completion of this probation period in terms of performance, conduct and attendance.

Travel and Subsistence

Subsistence allowances and travelling expenses on official duty are paid. The cost of normal daily travel between home and office is not reimbursable.

Sick Absence

You are expected to attend for work. However, we do recognise that 100% attendance may not be possible on occasions when you are unwell. We have an attendance management policy in place that makes it clear the level of attendance that the Scottish Government expects and what may happen if this cannot be achieved. The policy outlines the support offered to staff during periods of illness and the assistance available to help them back to work.

Retirement

The Scottish Government has a "no retirement age" policy for staff in Bands A-C. This means that you are free to continue in employment for as long as you wish. Continued employment will remain subject to the normal rules concerning performance, conduct and attendance.

Outside Activities

As a civil servant, you may not take part in any activity which would in any way impair your usefulness to the Service, or engage in any occupation which may conflict with the interests of the Scottish Government or be inconsistent with your official position. Subject to these conditions, and in some circumstances prior permission being sought, work of a minor or short-term nature (for example, vacation work or work after hours) is normally allowed. Also for health and safety purposes you should notify HR if you have more than one job. You will also be subject to certain restrictions, depending on your grade and the nature of your work, on national and local political activities. These include standing as a candidate in parliamentary or local authority elections, or canvassing on behalf of candidates; and expressing views on matters of political controversy in public speeches or publications.

The Civil Service Commission

The Department's recruitment processes are underpinned by the principle of selection for appointment on merit on the basis of fair and open competition. Details of how this principle should be applied can be found at the Civil Service Commission [website](#). If you feel that your application has not been treated in accordance with the Commission's guidance and you wish to make a complaint, you should write to Head of Resourcing, F Spur, Saughton House, Broomhouse Drive, Edinburgh, EH11 3XD in the first instance. If you are not satisfied with the response you receive, you can contact the Office of the Civil Service Commission.

Civil Service Values

As a civil servant, you are appointed on merit on the basis of fair and open competition and are expected to carry out your role with dedication and a commitment to the Civil Service and its core values: integrity, honesty, objectivity and impartiality. These values are set out in the [Civil Service Code](#).

'integrity'

Putting the obligations of public service above your own personal interests;

'honesty'

Being truthful and open;

'objectivity'

Basing your advice and decisions on rigorous analysis of the evidence; and

'Impartiality'

Acting solely according to the merits of the case and serving equally well Governments of different political persuasions.