

Leadership job family - Organisational Level 4

Job Title: Assistant Director Service Delivery

Reports to: Chief Digital, Data & Technology Officer

Directorate: Resources

Service: IT and Digital

Grade: PS15

Date: March 2026

Role Purpose

The Assistant Director Service Delivery provides strategic leadership of the council's digital and technology ecosystem, ensuring available, resilient, user-centred and commercially optimised IT & Digital services that enable the council's strategic ambitions.

Strategic responsibility for shaping and driving the council's long-term IT service delivery model, including commercial strategy, enterprise service design, supplier performance, and future technology capability.

Working as a member of the IT and Digital Senior Leadership Team, directing a broad range of technical specialists. Collaborating with senior officers, and engaging Members to influence strategic priorities, oversee major digital investments, and ensure alignment of digital delivery with corporate outcomes.

This role ensures that digital, data, and technology are leveraged strategically to provide excellent service or residents and colleagues throughout Surrey. experiences, support integrated public services, strengthen organisational resilience, and enable data-driven decision-making. It strengthens cyber resilience and prepares for potential service disruptions while advising the wider organisation on risks and mitigation as the council's senior technology resilience lead with clear ownership of service continuity planning, disaster recovery readiness and major incident management.

The role also enables tailored and responsive public services, drives efficiencies that save taxpayers' money, and enhances both strategic and operational decision-making.

The role acts as a deputy to the Chief Digital, Data & Technology Officer when required, providing continuity of strategic leadership.

Leadership Accountabilities

- Work collaboratively with senior colleagues to develop the council's strategic approach to service delivery and business improvement to deliver the council's priorities.
- Lead a defined service, business or technical area, developing & shaping policy, operational plans and providing expert professional advice as appropriate, to meet quality and statutory requirements and to implement the strategic aims and objectives of the area they lead.
- Provide professional leadership to the multi-disciplinary technology team/s and/or colleagues, strengthening skills and competence and fostering a strong culture of standards, performance and accountability to deliver public value and efficiency.
- Role model the council's behaviours and leadership expectations and ensure that all approaches and outcomes are consistent with organisational and public service values.
- Champion and manage transformational change and embed new ways of working to ensure high quality service delivery and value for money.
- Work collaboratively internally and externally to ensure that issues are effectively managed and foster partnership working to promote sustainable service improvements and generate efficiencies.
- Maintain effective budgetary control, while ensuring legal, regulatory and policy compliance within area of responsibility and that effective systems operate to manage performance and risk.
- Work inclusively with a diverse range of stakeholders and provide leadership on equality issues to promote equality of opportunity.

Specific Role Accountabilities

Service Leadership

- Lead and oversee the effective delivery, performance and continual improvement of the Service Delivery function. Seeking high levels of performance and end-user satisfaction, income generation and ensuring the service is strategically aligned, commercially optimised and resilient across all critical operations.
- Own the enterprise IT Service Management (ITSM) framework, ensuring mature incident, problem, change, release, capacity and asset management processes that underpin stable, predictable and continually improving service delivery.

- Lead integrated service delivery across a multi-sourced supplier ecosystem, ensuring clear ownership, effective escalations and seamless user experience across internal teams and external partners.
- Collaborate with Procurement and Legal service leads to own, develop and govern a robust and effective supplier and contract management approach for the IT and Digital service.
- Plan, secure and manage the resources necessary for enterprise-level technology services, workforce capability development and long-term DDAT sustainability.
- Provide strategic leadership and prioritisation across operational, project and commercial delivery functions, ensuring coherence with the council's digital roadmap.
- Anticipate future workforce, technological and financial resourcing needs by leading long-term capability, sourcing and skills strategies that ensure capacity and capabilities are in place and resources are secured.
- Manage and monitor delegated budgets and resources to ensure value for money while also ensuring long-term commercial sustainability and digital investment alignment across the council.
- Ensure effective financial reporting within the wider governance and reporting arrangements. Monitor performance in relation to Service Delivery and provide regular reports to senior managers, other stakeholders, and the wider professional network, enabling the services to operate at optimum performance levels.
- Manage strategically and/or financially significant suppliers to achieve value for money services, and access to specialist expertise and learning from the suppliers' customer base, ensuring commercial value, innovation, risk assurance, and alignment with enterprise architecture and resilience requirements.

Strategic Leadership

- Be a key member of the DDAT leadership team and wider corporate leadership structures, providing strategic counsel on service, digital risk, investment, and transformation.
- Lead an approach to service design and continuous service improvement grounded in user-centred design, accessibility, measurable outcomes and organisational value, along with the continuous improvement of the underpinning IT Service

Management practices and processes Champion end-user experience across live services, ensuring services are intuitive, accessible, reliable and continuously improved through insight, feedback and analytics.

- Contribute to work with partners (including in the NHS, Police and District and Borough councils) to develop interoperable digital platforms, shared data standards, and collaborative service models that improve residents' experience and system-wide outcomes.
- Build relationships across the council and with partners, championing the use of technology and data to transform public services.
- Engage outside the organisation and represent the council at external forums as necessary. Take an active part in the local government digital and data communities to promote what we do, for example by attending events and community meetups, public speaking, and blogging.

People Leadership

- Direct the Service Delivery service and line manage several direct reports.
 - Set the culture of excellence, inclusion, learning and accountability. Provide strategic leadership, coaching and talent development across the Service Delivery service. Developing staff to be effective, act as a champion for their work and help them succeed and personally thrive at the council.
 - Provide mentoring opportunities to junior staff and actively contribute to building digital career pathways, apprenticeships, and talent pipelines.
 - Provide leadership on equality issues to ensure equality, fairness and dignity in service delivery and employment.
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Dimensions

- Financial: Responsible for operating budgets of £5m+ and capital investment programmes of £10m+, alongside multi-million-pound contracted services and strategic supplier portfolios.

- Non-Financial: 4 direct service managers responsible for circa 60 staff (plus associated contractor, partner and supplier resources across a multi-sourced environment).
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Knowledge, Qualifications, Skills and Experience

- Degree level or equivalent qualification plus leadership experience in a complex business environment.
- Broad knowledge of core infrastructure, technical services and information systems and trends in the technology market.
- Advanced skills of negotiation to secure the best value procurement of services and product from leading industry vendors.
- Membership of appropriate professional body or evidence of continuing professional development (CPD).
- Knowledge of concepts, principles and practices gained through extensive experience and development in a specific field.
- Insight into the relationship between different fields.
- Knowledge of the issues facing local government and the wider economy and how they impact relevant service areas.
- Ability to balance strategic leadership and direction with effective operational management.
- Ability to foster an open and trusting culture with the ability to lead change through others and inspire high levels of performance.
- Outstanding relationship management and networking skills, and the ability to foster joint working across service boundaries.
- Knowledge of principles and practices gained through extensive experience and development in a relevant DDaT field.
- Ability to balance policy development with effective operational management.

- Ability to deploy advanced skills to inspire, motivate, coach, and develop team members to high levels of performance.
- Highly developed written and verbal communication skills with the ability to influence and engage high level internal and external stakeholders effectively.
- Proven ability to manage budgets and available resources to deliver effective support to their area of responsibility.
- Proven ability to manage and deliver change programmes and apply effective project management.
- Excellent analytical thinker able to apply a significant degree of evaluative judgement and provide practical and creative solutions.
- Strong track record of partnership building and driving value for money.
- Political sensitivity with an ability makes progress in complex policy areas and a strong belief in the value of local democracy and accountability.
- Commitment to Surrey County Council's values and behaviours and equal opportunity policy, with an ability to demonstrate personal leadership on the importance of diversity.

Other requirements

- On call - be available if required to maintain key service delivery and in the event of a serious incident.
- Firm commitment to continuing professional development for self and team.
- Willingness and ability to travel to locations across the geography of the council.

BM Reference: BML-2026-010