



Job Description

Job Title:	Director of Technology
Directorate/Team:	Technology and Insight
Location:	16 Summer Lane or other site/location
Responsible to:	CTIO
Responsible for:	Head of Corporate IT, Head of Technology Systems & Infrastructure
Key working relationships: (internal)	WMCA Executive Board, Technology & Insight Leadership team, Corporate PMO, WMCA Research and Strategy Functions, Digital Product Sponsors, WMCA Delivery function(s), WMCA ARAC Committee
Key working relationships: (external)	Department for Transport, GDS, ITIL, MHCLG, ICO, NCSC, Local Authorities, Great British Railways, National Bus Operators, National Rail Operators, Urban Transport Group, Technology Suppliers & Innovators, the Payment Industry.

Purpose of the Post

Provide strategic leadership for all technology operations and regional/public realm technology infrastructure across WMCA (and the partner organisations which it provides IT services to), ensuring these services are fit for purpose, reliable, resilient, secure, and deliver value for money. The role is accountable for performance against key indicators and service level agreements for two main service groups:

- **Corporate IT services:** Including networks, cloud platforms (such as Microsoft Azure and Amazon Web Services), enterprise systems, cyber security operations, and IT Service Desk.
- **Regional/public realm technology assets:** Overseeing the operation, maintenance, and renewal of distributed assets that support WMCA's thematic operations, such as transport payment systems, sensor networks, real-time information, CCTV, and the Regional Transport Coordination Centre (RTCC), with transparent assurance and lifecycle management.

The post holder will demonstrate exceptional leadership, strategic planning, budget, and change management skills to drive continuous improvement and innovation. They will embed a strong focus on customer service and operational excellence, ensuring WMCA's current and future requirements are met for both internal stakeholders and the wider West Midlands community. They will embed agile and DevOps ways of working in partnership with the Digital & Product function, working collaboratively to ensure an effective flow between product development and operational delivery, and fostering a culture of shared success.

As a key member of the Technology & Insight Directorate's leadership team, the post holder will play an active role in the leadership of WMCA, coaching and developing their teams to embed best practice and integrate across the directorate to deliver a joined up digital and technology transformation. They will engage nationally and regionally to maximise impact in line with the Nolan Principles of public life (selflessness, integrity, objectivity, accountability, openness, honesty, leadership), and work collaboratively across the organisation and with external stakeholders to deliver highly valued services, including piloting national initiatives for the benefit of the West Midlands.

Accountabilities

- Lead WMCA Technology with clear direction and measurable outcomes, aligned to CTIO priorities, WMCA Enterprise Architecture and WMCA Three Year Strategic Plan and Annual Business Plan.

- Ensure safe, secure, reliable technology operations and public realm technology infrastructure with transparent technology asset registers/ Configuration Management Database (CMDB) and technical documentation.
- Uphold strong cyber security operations, resilience (Business Continuity/Disaster Recovery), and compliance (e.g., UK data protection law, PCI DSS for payments where applicable).
- Own Technology budgets (opex/capex), value for money, supplier performance and benefits tracking.
- Work collaboratively with the Director of Digital & Product to ensure seamless integration of new digital solutions into operational environments, with joint accountability for DevOps, release management, and non-functional requirements.
- Build collaborative relationships with internal sponsors/senior users and external partners across the WMCA's technology & digital estate and the wider ecosystem, supporting the CTIO developing strategic relationships between the WMCA and other regional, national and international organisations.

Responsibilities

Strategic

- Set and maintain the Technology Strategy & Roadmap (run, secure, renew), aligned with CTIO priorities and organisational outcomes.
- Establish assured standards for distributed infrastructure/IoT across the public realm, including where assets are operated by delivery arms or partners; ensure OKRs/KPIs/SLAs and lifecycle/renewal plans are in place with transparent oversight.
- Provide senior technical oversight for transport payment systems (e.g., ITSO — Integrated Transport Smartcard Organisation, cEMV — contactless EMV [Europay, Mastercard, Visa], barcode); assure accurate settlement/reporting with Finance and Transport for West Midlands.
- Champion modern engineering and service practices (e.g., ITIL 4 — Information Technology Infrastructure Library; automation; observability).

People

- Line manage and develop the Head of Corporate IT and Head of Technology Systems & Infrastructure; set clear objectives, coach performance, and grow talent pipelines.
- Establish collaborative relationships to identify opportunities and drive change across areas such as cyber security, technology resilience, information governance, and ITIL to help WMCA deliver on its main objectives.
- Model inclusive leadership consistent with Nolan Principles; foster a safe learning culture (post incident reviews, communities of practice).

Operational

- Corporate Technology Operations (via Head of Corporate IT):
 - Run a best-in-class Service Desk and core IT operations (Incident, Problem, Change, Release, Capacity, Availability); maintain a Configuration Management Database (CMDB)/asset register and technical library for all corporately owned technology/digital assets.
 - Ensure secure, reliable networks, identity, endpoint and cloud foundations; robust backup/DR and business continuity.
 - Operate day to day cyber security (monitoring, detection, response; vulnerability management) and support IG compliance.
- Regional/Public Realm Technology Infrastructure (via Head of Technology Systems & Infrastructure):
 - Ensure effective operation, maintenance and renewal of physical and back-office assets distributed across the West Midlands (e.g., transport payment systems, sensor networks for traffic/air quality, real time information, CCTV, RTCC), with clear SLAs and assurance.
 - Work with sponsors/senior users to meet customer needs, balancing quality, cost, and statutory requirements (e.g., ENCTS — English National Concessionary Travel Scheme).
- Be accountable for the operational delivery of security, privacy and information governance controls within their relevant operational areas, supporting the CTIO in exercising the SIRO-level risk ownership held by them. Have particular regard to technology enabled operational controls and technical compliance, working across the organisation.

- Ensure that DevOps, Continuous Improvement, and non-functional requirements are delivered collaboratively across the directorate, with Technology owning “run” and Digital & Product owning “change,” and both reporting into the CTIO for escalation.
- Enable the collection, capture and processing of appropriate data in an efficient and effective manner so as to provide organisational intelligence that supports decision making in accordance with good information governance.
- Enable the design, configuration and customisation of technological systems and platforms to improve customer experience.
- Plan the implementation of new systems and provide guidance to technical professionals and other staff within the organisation.
- Oversee the management of all technology associated budgets, approving purchases of technological equipment and software and establishing partnerships with technology providers.
- Monitor changes or advancements in technology to discover ways the organisation can gain advantage.
- Monitor all legislation relevant to the management of the Digital, Data and Technology solutions and facilitate relevant strategic discussions.

Financial

- Undertake budget management training and responsibilities in line with the WMCA’s Financial Regulations.
- Be fully accountable for multimillion-pound capital and revenue operational budgets within a strategic performance framework set by the CTIO and WCMA Three Year Strategy Plan.
- Own technology asset budgets under the portfolio; track benefits realisation; oversee procurement and supplier performance in line with WMCA governance.
- Create discipline around culture and governance, finance, funding and current spend, to ensure procurement of technology, training and staff that provides organisational efficiencies and value for money.

Other

- Be an exceptional communicator both verbally and through report writing to a wide range of audiences including in the political sphere and the media.
- Ensure the technology portfolio and roadmap is widely socialised, supported by clear project plans, reporting dependency mapping, and sponsors accountable to the relevant Panel and WMCA exec board with the correct governance processes in place to oversee scope, budgets, and timescales.
- Work transparently, producing external facing blog posts about current challenges, plans, and direction of travel. Responding to engagement with these posts, embracing challenge and adopting ideas.

Person Specification

Candidates/post holders will be expected to demonstrate the following:	Essential / Desirable		How Evidenced?		
	E	D	A*	I*	T*
Experience					
Proven experience in a similar leadership role	x		x	x	
Background in designing/developing Digital systems and planning IT implementation	x		x	x	
Demonstrable ability to drive organisational change, led by digital architecture and data	x		x	x	
Strategic level experience of developing and delivering large scale (preferably national) transport ticketing solutions in multi-stakeholder and political environment.	x		x	x	

Experience of leading, managing, influencing and inspiring teams and stakeholders (including gov't, Local Authorities and public transport operators) to deliver quality projects and services and drive forward change.	x		x	x	
Experience of overseeing complex programme delivery within the public sector (preferably in the area of transport ticketing and transport systems).	x		x	x	
Experience of managing multimillion-pound capital and operational budgets.	x		x	x	
Experience of leading the operation of large customer dependent systems	x		x	x	
Experience of influencing local, regional and national policy		x	x	x	
Skills / Knowledge	E	D	A*	I*	T*
Excellent knowledge of Digital systems and infrastructure	x		x	x	
Excellent knowledge of Data structure and design	x		x	x	
Solid understanding of data analysis, budgeting and business operations	x		x	x	
Superior analytical and problem-solving capabilities	x		x	x	
A strong strategic and business mindset	x		x	x	
Outstanding communication and interpersonal abilities, able to effectively communicate with people at all levels	x		x	x	
Ability to build and maintain effective cross-sectional partnerships	x		x	x	
Strong analytical skills, able to review data and information to quickly determine the best approach.	x		x	x	
Excellent interpersonal skills, able to confidently persuade and inform key senior stakeholders.	x		x	x	
Ability to think strategically and holistically	x		x	x	
Commercial awareness and negotiation skills	x		x	x	
Influencing skills	x		x	x	
Demonstrates evidence of ongoing continuous personal development.		x	x	x	
Knowledge of project and programme management practices	x		x	x	
Knowledge of the public transport sector and the nuance of transport ticketing (Competition Law, Block Exemption, ENCTS rules, MTCs)		x	x	x	
Inclusive leadership aligned to Nolan Principles;		x			
Qualification / Education / Training	E	D	A*	I*	T*
Degree level or equivalent qualification in a relevant technology related field - essential	x		x	x	
Member of appropriate professional body		x	x	x	
Evidence of continuing professional development		x	x	x	

*Key: A = Application, I = Interview, T = Testing/Assessment

Core Expectations

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
---------------------------------------	--

Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements

Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)				Vetting	
Yes <input type="checkbox"/>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Basic <input type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Job Evaluation Details

Date Evaluation Agreed	JEP Reference	Grade	Job Family