

<b>Role Title</b>	<b>Head of Sensitivity Review Service</b>			
<b>Job Family</b>	<b>Knowledge and Information Management</b>	<b>Sub Category</b>	<b>Sensitivity Review</b>	<b>Grade</b> <b>D7</b>
<b>Behaviours</b>	• Managing a Quality Service • Changing and Improving • Communicating and Influencing • Working Together • Leadership Charter			
<b>Purpose</b>	Lead the creation, development and service delivery of the paper and digital sensitivity review service, redaction services and microfiche digitisation services, to the high standards demanded by customers.			

### Key Accountabilities

- Lead and inspire the business strategy and planning for the Digital Sensitivity Review Service and the relationship with the critical 3rd party collaboration partner;
- Lead proactive SRS business development and delivery of the business plan to meet client requirements of quality, time, cost and governance;
- Lead Sensitivity Review teams, building a capable, highly motivated, high performing, efficient workforce that is empowered to deliver excellence, now and in the future;
- Foster a culture of strong customer service, role modelling expectations through deep understanding of customer need, quality delivery and responsiveness;
- Lead on SRS requirements for Technical and Technology, software and service management.
- Develop strategies to ensure optimal levels of capacity and capability to meet client need, ensuring that service quality and cost are appropriately balanced;
- Manage customer and other stakeholder relationships; maintaining existing relationships and developing new customers for the new digital services;
- Continually assess programme management performance and challenge the teams to drive improvements in value for money

### Authority and Scope

- Responsible for overall service delivery including people, technology and processes;
- Formulate and deliver the annual Business Plan for the Service
- Ensure a Workforce Plan for Business as usual service delivery and new customer take-on is in place and implemented
- Budget and P&L manager for the Service, including revenue generation of £3.0 p.a. for paper services and the current £9M for digital services (anticipated to double);
- Direct line management of 1xD7 and 2xD6 employees and circa 65 subordinate staff – with further increases predicted.

### Internal and External Communications

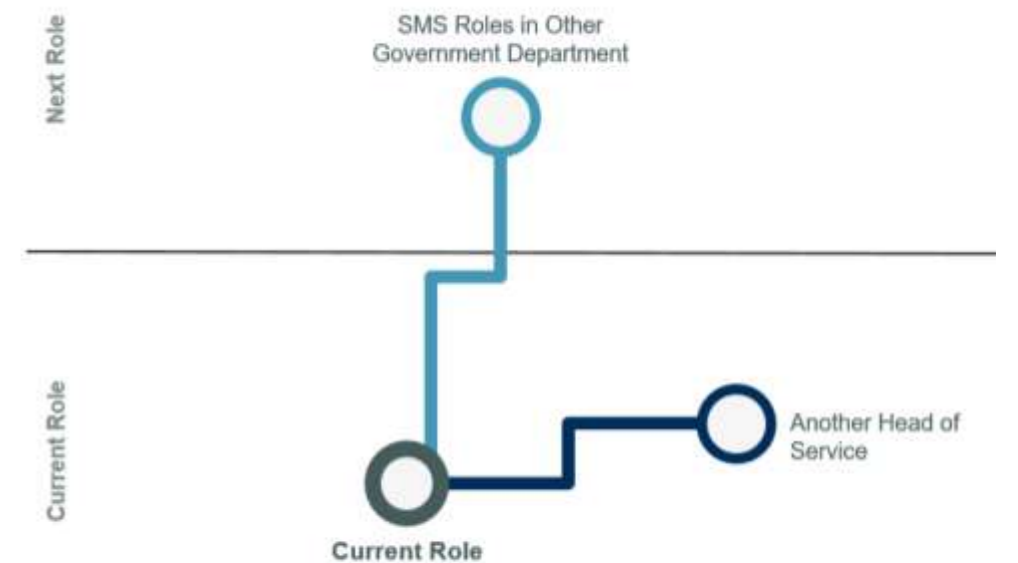
#### Internal

- Part of the CoO SLT
- T&O operations for SRS platform and hosting requirements
- Provide plans and reports to the Executive Board
- HR Function on workforce planning issues and recruitment
- Finance Function for financial reporting and compliance
- Customer Relations Team to continually brief new customer engagement and interest

#### External

- Customers (at Director level and above) to manage and develop SRS business.
- As thought leaders, share information on Digital Sensitivity Review Services through government forums and networks
- Advisory Council engagement on Digital Sensitivity Review matters
- The National Archive (TNA) records intake and digital leaders
- Manage the performance of 3rd Party contractor and suppliers

### Potential Next Career Moves



### Skills

- Paper and Digital Sensitivity review (Thought leader)
- New SRS Business development
- Financial management
- Customer/Supplier relationship management
- Governance
- Analyse, interrogate and evaluate data
- Draft/author professional/technical documents
- Interpret professional/technical documents
- Specialist software systems and AI implementation

### Qualifications, Knowledge and Experience

#### Essential

- Experience of managing a service delivery or operational function
- Experience of creating new services
- Experience of financial management
- Experience of people management
- A degree or professional qualification in a computer or management related topic

#### Desirable

- PhD in Technology or Management related topic
- Experience of managing change
- Experience of the application of AI technology in the workplace
- Experience of Public Records, FOI and GDPR and practice
- Experience of TS:\FCOS\Corp\Job Families Framework:\FCOS\Corp\Job Families Framework National Archives and Advisory Council practice
- Experience of business process and service design