SAMANTHA TILLEY

Job: ICT & DIgital Services Programmes Manager

Company: Wigan Council

Lead and manage Digital Service Innovation and Transformational delivery within Wigan Council and partners. Oversee a small team who focus on finding the best digital and technology solutions which can support the delivery of public services. Innovate and disrupt with the power of digital

Tenacious/Strong Willed	Pragmatic	Honest

The skills I use most in my job... Problem solving - understanding what needs to be done and how we can get over and through any barriers

• Communication skills - listening to customers/users and also being able to translate technical elements into something which is clear so all understand what has to be done and why.

• Risk and Issue Management - this is a key part of delivery, this needs to be managed in order to get to the outcomes we need to be

• Negotiation - never underestimate the power to negotiate, sometimes its all about the ability to be pragmatic and find the way around.

• Research skills - keeping myself up to speed on the digital agenda and solutions out there, I pride myself on knowing as much as I can overview wise so I can seize the opportunities on offer from Dgital Technology for the council and our residents.

The most interesting thing I've worked on in my career so far... Wigan's Digital Transformation, vast experience implementing digital solutions to local authorities over the past 20 years but being able to bring my skills into my home town is amazing. Internet of Things/Sensor/RPA Making things easier and simpler for residents

What inspired me into digital and tech... Started business admin age 17, moved to systems admin roles quickly then onto supplier business systems consultant/systems delivery and then onto Project/Programme Management before managing Digital Innovation Service Delivery Team within Wigan Council

My educational background is... Self taught & funded - Left college no A Levels - HNC and BA Hons Business and Finance elearning route when full time Professional - Prince 2 & MSP, ITIL, CMI through employers

What advice I'd give to girls thinking about a career in digital and tech... Do it. Digital is exciting, forms part of so much, not always about technical skill the ability to understand and think differently