

Post title	ICT Senior Officer (Support, Commercial or Development)
Division / Section	ICT, Strategy
Service Area	Corporate Operations
Responsible To	Specific ICT Senior Manager/Manager
Number of post holders	13
Acting up/ Secondment	No

Purpose of Job

The post will have the ability to operate flexibly across the range of professional disciplines within the ICT function. The post will be involved or will assist in working on projects / areas of work, in line with the priority outcomes of the Council and the appropriate Manager/Head of Service, ensuring stipulated outcomes are delivered on time.

The post will be assigned a work programme dependent on the changing needs and demands of the Division and depending on the post holder's experience and development needs. Flexibility is essential as the post-holder will be expected to undertake different roles in a change programme or in the delivery of services. He or she will be expected to contribute insight to these roles through their knowledge of how technology, local government and effective business process work and can be improved.

The post will ensure effective and efficient reporting to management and other interested parties, on the progress of the work/projects being managed and will ensure effective stakeholder engagement.

Major Tasks & Job Activities

Undertake a variety of projects/areas of work, in line with the stipulated priority outcomes of the Council and the appropriate ICT Manager/Head of Service, ensuring outcomes are delivered on time.

Work within a number of multi-disciplinary teams working to deliver specific projects/areas of work, as determined by the appropriate ICT Manager/Head of Service.

Ensure that all resources are utilised effectively whilst working towards the delivery of projects.

Apply best management practice in relation to the management of projects/areas of work, ensuring the application of Council approved methodologies, Council standing orders/financial regulations, Customer Focus and Best Value principles.

The post will be involved with the provision of ICT services across the Council, supporting transformational change initiatives using technology to enable more efficient and higher quality service outcomes.

Assist with the development of policy, procedure and practice in aspects of the delivery of ICT services and transformational change. For example, developing Council policy and practice drawn from best-practice and advances in technology elsewhere.

Supervision and Management of People

The post will work within a number of multi-disciplinary teams working to deliver specific projects/areas of work, as determined by the appropriate ICT Manager/Head of Service.

Creativity and Innovation

The post must be able to adapt quickly and flexibly to new demands and change.

The post will take a role within specific areas of work, in line with the stipulated priority outcomes of the Council and the requirements of the appropriate ICT Manager/Head of Service.

The post's environment is one of varying, and often conflicting, political and other vested interests. The large number of Managers and key Council employees using the services of the section require that there will be a high level of competing priorities and demands, which must be dealt with effectively and diplomatically.

The post must demonstrate a creative and constructive approach to problem solving and develop a positive environment that encourages staff and reporting managers to continuously develop and improve services on an incremental as well as transformational basis. An ability to interpret a range of complex information and analyse principles and inter-dependent factors is essential in order to ensure that decisions are properly informed by technical, political and presentational expertise.

Contacts and Relationships

The post has a wide range of contacts both internal and external relating to the effective management of the areas of work that they are involved in, and in line with the stipulated priority outcomes of the Council.

The post will deal with a range of matters, some of which will be complex and contentious matters requiring a degree of support, persuasion and advocacy.

The post may occasionally present at training sessions, meetings etc regarding the projects/areas of work being worked upon.

Decisions (Discretion)

The post will make decisions in relation to progressing their areas of work, and in line with the stipulated outcomes.

The post will provide advice to overcome operational problems and ensure objectives are achieved.

The post will work autonomously using both influencing and persuasion skills during the course of their work.

Decisions (Consequences)

The post makes a range of decisions which will have an impact on the outcomes of the area of work, and the systems/organisational arrangements of Council.

The post will comply with legislative and policy changes, and will review and implement any changes required during the course of the project.

Resources

The post will manage any resources required to ensure that the area of work is completed on time and to the defined objectives.

Environment – Work Demands

The post works in a varying environment, often dealing with conflicting political and other vested interests. This means that the post works with a competing priorities and demands, often within tight deadlines, and often subject to revision, which must be dealt with effectively and diplomatically.

The post will be expected to operate with a degree of autonomy and is likely to be subject to competing and conflicting demands.

Environment – Physical

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Working conditions

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Environment – Work Context

Although the post may be exposed to some adverse working conditions these will be predominantly within the range of normal office based activities.

Knowledge and Skills

The post requires a degree level qualification. Relevant experience and demonstrated competence may also be taken into account in place of a degree level qualification.

The post must have the ability to work within a number of multi-disciplinary teams working to deliver specific outcomes and projects.

The post must be able to communicate and negotiate effectively at all levels both verbally and in writing and able to demonstrate an ability to analyse complex issues, assess their business impact and resolve these effectively.

The post must be able to present issues effectively and clearly at a variety of forums and have a sound appreciation of the complexity and diversity of Council business.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of

those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.