



Post title	ICT Officer (Development or System Support)
Division / Section	ICT, Strategy
Service Area	Corporate Operations
Responsible To	ICT Development Manager ,Systems Support Manager or Lead
Number of post holders	22
Acting up/ Secondment	No

### **Purpose of Job**

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

The post will be assigned to a work stream dependent on the changing needs and demands of the business and depending on the post holders experience and development needs.

The post will be expected to draw on a range of existing skills and experience and to develop these further and to provide systems development and/or support to staff across a range of service areas.

### **Major Tasks/Job Activities**

Preparing and agreeing work stream terms of reference with management and union representatives. Drawing up other documentation such as a work stream mandate or project plan. Researching and designing methods for data collection where appropriate, including interviewing staff. Interpretation of results and incorporating these in the documentation.

Leading a work stream which may impact across Council departments. Such a work stream could easily affect a number of staff in the Council and have significant costs/benefits. The level of the involvement will depend on skills and experience, however, successful delivery will be difficult and could involve process, organisational and cultural change

Taking responsibility as a team member for the assurance and management of the ICT service including resolving service problems through negotiation with both end users and suppliers, delivering improvements to ICT service processes which impact directly over a number of users and taking delegated responsibility for an aspect of the ICT service budget.

Depending on experience the post holder will be expected to provide leadership, advice and support to staff in departments undertaking business area and smaller scale ICT projects and to work with suppliers to ensure successful delivery of projects.

Assisting with managing the relationship between a major service department and the ICT service, or managing the relationship between a smaller business area and the ICT service, ensuring the ICT work programme for that business area is aligned to business need, building the case for further investment and

ensuring ICT is used to drive transformational change within the department. The post holder would be expected to have the ability to suggest propositions for change, business.

Representing the Council, ICT Solutions and ICT Partnership in inter-departmental governance bodies or national programmes eg. Customer First, E-Care

Chairing and leading meetings which draw together staff from across the Council sometimes with the ability to influence, challenge and secure changes in approach and successful outcomes.

Assisting with the management of cross-business programmes, to ensure successful outcomes with ICT suppliers.

Providing input to the Management Team regarding implementing Council-wide policy and procedures in areas such as Security, Risk Management, Information Architecture or Business Continuity

Preparing reports for Council committees and providing advice to Elected Members, Directors and their Management Teams on particular aspects of the ICT service or transformational change programme as required and depending on the level of experience.

Undertaking feasibility studies into ICT systems used by the Council, assessing them and identifying where improvements need to be made, and making proposals based on this.

### **Supervision and Management of People (Numbers and type of staff)**

The post may be required to supervise and/or co-ordinate the work of ICT Solutions staff.

They may also, on occasions, be required to indirectly supervise and/or co-ordinate the activities of work area based staff from a number of different service areas on a series of different systems or change initiatives and may have indirect responsibility the monitoring and reporting on service levels targets and contractual milestones for different systems on a day to day basis or for services or projects with a high value.

The post may also be expected to directly supervise Trainee and indirectly the work of staff in various business areas working on cross-functional business area projects.

### **Creativity and Innovation**

Preparation and agreement of work area terms of reference and completion of process documentation.

Planning and monitoring or assisting with the planning and monitoring of programmes of work.  
Design of documentation, for example, for data capture and analysis or work instruction.

Analysis of information to assist in the development of solutions and proposals, and evaluation of alternative proposals.

Developing system related proposals and recommendations, and evaluation of alternatives.  
Preparation of draft and final reports and supporting documentation for Council Management Team and Councillors.

Presentation, discussion and negotiation of recommendations to/with departmental management and union representatives.

### **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.

### **Decisions (Discretion)**

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

The post is expected to make decisions related to:

- Supporting with the planning and day-to-day running of a variety of ICT Solutions services and the approach, methods and techniques to be used.
- Supporting the preparation of evaluation, proposals and recommendations
- Ad hoc issues as they arise

### **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.

### **Resources**

The post will utilise 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.

### **Environment – Physical**

Although the post may be exposed to some physical demands 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 will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a Council employee.

### **Knowledge and Skills**

The post should be qualified to SVQ4 level or equivalent in an appropriate discipline, however, suitable compensating experience in a relevant field would also be appropriate.

### **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.