

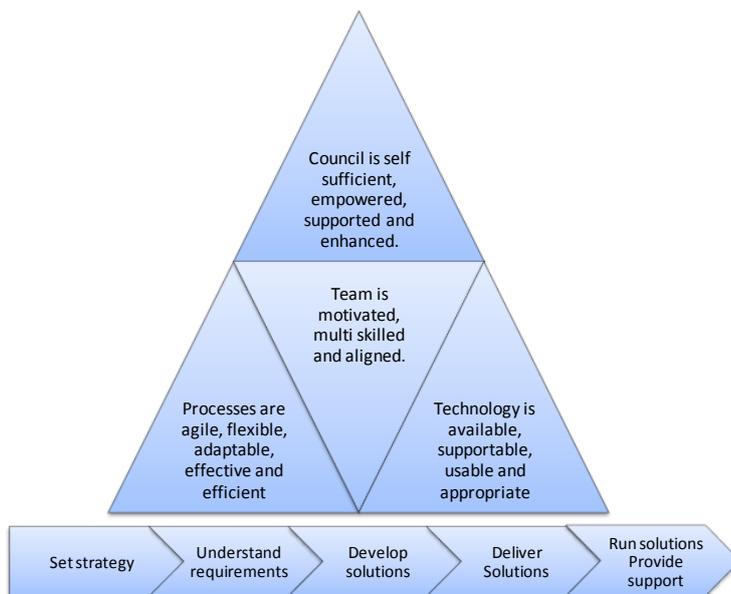
Kirklees Council – Job Description

DIRECTORATE: Resources
SECTION: IT Service
JOB TITLE: IT Principal Officer
GRADE: 13

ABOUT THE SERVICE

The IT service is accountable for the full end to end provision of technology solutions for Kirklees Council. The key outcome of the IT service is to ensure that Council Services are empowered, supported and enhanced by technology and Council colleagues are self sufficient and confident in the use of technology solutions. IT:

- Delivers support and change with the customer’s requirements at the heart.
- Works with services to identify priorities based on customer service, performance and risk.
- Ensures there is a clear technology delivery plan aligned to the needs of Services.
- Ensures there is a single point of contact for ICT support and standard requests that is responsive to needs.
- Provides innovative solutions and robust technology.



In order to deliver this the IT service must:

- Have a professional IT team who are motivated, multi-skilled, flexible and aligned to the needs of the Council.
- Ensure processes are agile, flexible, adaptable, effective and efficient.
- Deliver technology that is available, supportable, usable, appropriate and affordable.

The IT service provides opportunities for colleagues to work on different technologies and applications and in both a support and change capacity. It allows the development of a wide

range of professional IT skills using the industry recognised SFIA professional ICT skills framework. In addition colleagues will work in a professional ICT environment based on the principals of the IT Infrastructure Library (ITIL) best practice service management processes and PRINCE2 project management methods.

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ABOUT THE ROLE

Your primary focus could change over time in line with operational demands. You will have a designated line manager to support you in the development of professional skills and provide regular feedback on your performance. During your working week you may carry out a variety of assignments and will be accountable to specific 'assignment managers' for the quality and timeliness of your work. You may be given one or more assignments at any given time and this will be clear within your objectives. You will be responsible for colleague supervision either through direct line management or through management of virtual teams.

A typical day as a principal officer could include:

- Translation of business requirements for ICT into tangible planned solutions and translation of planned solutions into appropriately resourced projects and programmes.
- Management of large complex business change programmes, directing technical officers and business change colleagues with full ownership of project budgets.
- Understanding key business objectives and provision of advice and guidance on IT developments, policies, and procedures which achieve improved business outcomes.
- Procurement of large contracts for the delivery of ICT in line with the principles for managing IT.
- Working proactively and taking the initiative to ensuring programmes/projects achieve their outcomes in line with relevant project management and IT standards, tools and principles.
- Operational or project risks are identified, managed, and designed out as appropriate.
- Owning and delivering appropriate communications plans to support ICT.
- Dealing with colleagues and Councillors and effectively managing conflicting demands, priorities and requirements.
- Managing teams of people, ensuring they are motivated and skilled providing appropriate support, coaching, development and performance management; promoting their health and well being at work.
- Deliver outputs to appropriate time, quality and budget and manage others to do the same.
- Ensuing appropriate quality services and taking proactive steps to identify potential breaches in targets and taking corrective action to remedy wherever possible.
- Provision of ICT service which is aligned with business needs and demands taking direct responsibility for achievement of specified operational targets and outcomes.
- Monitoring contracts and services and taking actions where issues arise.
- Management of a complex set of ICT projects and required operational outcomes ensuring they achieve set objectives and targets and are carried out in line with appropriate standards such as council project management principles, IT Infrastructure Library best practice and Council principles for managing IT.

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- Managing operational or project budgets with actual or potential deviations from budget identified and corrective actions taken.
- Promoting good IT and Information Security practice in others and leading by example.
- Implementing processes and technologies to deliver IT security measures to protect the Councils IT assets.

As a Principal Officer you will be expected to hold a relevant degree level qualification or equivalent experience you will be able to demonstrate all round IT experience gained in a large/complex environment.

You will be able to lead significant programmes of work ensuring business benefits are derived as well as supporting the development of strategic IT solutions. You must demonstrate the ability to provide innovative solutions, and be proactive in your approach, taking the initiative to ensure high quality services. You should be conversant in and have experience working with appropriate IT industry best practice frameworks such as ITIL and PRINCE2 and be able to manage others in line with these standards.

You will be adaptable and flexible in how you work, including the hours and locations, and have the ability to quickly learn new IT professional skills and technologies. You can be required to participate in a standby scheme.

You are expected to take responsibility for the delivery of high quality ICT services and directly recruit, develop, motivate and manage other ICT professionals. You will be expected to carry out robust performance appraisals, deal with capability issues and deal with aspects of line management such as attendance management. You will need to be aware of all the policies required to manage your team. You will provide leadership to your team demonstrating a clear vision and a creative approach to problem solving. You will develop staff potential and promote a working environment that maximises and values employee contribution.

You will be required to provide in-depth advice, guidance and direction at both a technical and business level to colleagues at all levels within the Council around relevant technologies, policies or procedures. You are expected to analyse and understand required business outcomes and translate these into appropriate projects or continual improvement plans.

You will understand the political environment of the Council and be able to deal with Councillors and council issues impartially and with sensitivity. You will also need to recognise areas of risk, issues of confidentiality and the importance of minimising service outage. This role may involve some physical activities in the support of ICT delivery.

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You will be expected to carry out all your duties in line with the Council's policies, procedures and relevant legislation. You will be made aware of these in your appointment letter, contract of employment, induction, ongoing performance management and development and through Council communications.

KEY RESULT AREAS / OUTCOMES

- Council and Partners:
 - Deliver required technology support and change assignments in a proactive and responsive customer focussed way to deliver required outcomes.
 - Be a positive role model for IT and help support colleagues across the Council to become confident in the use of ICT.
 - Ensure the IT service adds value to the Council and partners, recognise opportunities to improve services, turn opportunities into tangible programmes.
- Team:
 - Continually develop own skills; coach and support others to do the same.
 - Be flexible and adaptable in own approach.
 - Be innovate in solutions and confident in decisions.
- Process:
 - Engage with Services and ensure they understand how technology can best support them.
 - Ensure communication is excellent between Services and IT.
 - Deliver in accordance with required service standards and deadlines.
 - Manage IT changes to deliver agreed benefits.
 - Continually improve the way we do things in line with Industry best practice to deliver an efficient and effective service.
- Technology:
 - Significant input to the full end to end lifecycle of IT delivery ensuring solutions are robust, supportable and sustainable.
 - Significant contribution and technical specialist input to technology decisions ensuring they are fit for purpose.

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PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours at Level 3:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

The Council behaviours booklet can be found at [here](#) under the heading ‘Working for Kirklees’.

These behaviours will be tested through the selection process.

For Recruitment Purposes: In order to be considered for this role you will need to demonstrate the following skills, abilities and experience on your application form:

Knowledge - Information Technology Professional Skills – Refer to latest Skills Framework for the Information Age (SFIA) <https://www.sfia-online.org/en/sfia-6>

		Grade 13
1	Strategy and Architecture – Innovation	Level 6
2	Strategy and Architecture – Solutions Architecture	Level 5
3	Strategy and Architecture – Business Process Improvement	Level 6
4	Business Change – Programme Management	Level 6
5	Business Change – Stakeholder relationship Management	Level 6
6	Solution Development and Implementation – Requirements Definition and Management	Level 6
7	Service Management – IT Management	Level 6
8	Service Management – Service Level Management	Level 6