IT Senior Officer – Grade 9 – 11

To be read in conjunction with the relevant IT Senior Officer Focus Sheet.

Job purpose

As a Senior Officer you will be aligned to Liaison and Planning, Applications, Infrastructure or Support functional areas. 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.

A typical day as a senior officer could include:

- Providing expertise in both a support or change arena and being proactive and using your initiative to deliver agreed outcomes.
- Monitoring and reviewing service delivery to meet agreed requirements.
- Allocating and coordinating work for others including quality checking on outcomes, taking action to improve performance.
- Providing advice and guidance to others on technical matters and relevant ICT policies and procedures.
- Developing and supporting less experienced colleagues.
- Input into commissioning and procuring contracts for the delivery of ICT in line with the Council principles for managing IT.
- Monitoring contracts and services and taking actions where issues arise.
- Managing ICT projects to achieve agreed outcomes in line with relevant project management and IT standards, tools, and principles.
- Monitoring small operational or project budgets identifying actual or potential deviations from budget and recommending corrective actions.
- Collecting and presenting management information to support the effective running of the IT service.
- Ensuring Health and Safety of others whilst planning, implementing, or commissioning IT change.
- Dealing with colleagues and Councillors in a sensitive and appropriate way, managing conflicting demands, priorities, and requirements.
- Understanding business requirements for ICT and translating this into tangible planned solutions.
- Promoting good IT and Information Security practice in others and setting a good example in own actions.
- Implementing IT security measures to protect the Councils IT assets.

As a Senior 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 medium to large complex environment and a breadth of specialist knowledge.

You should be familiar with appropriate IT industry best practice principles.

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

You will be required to provide 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.

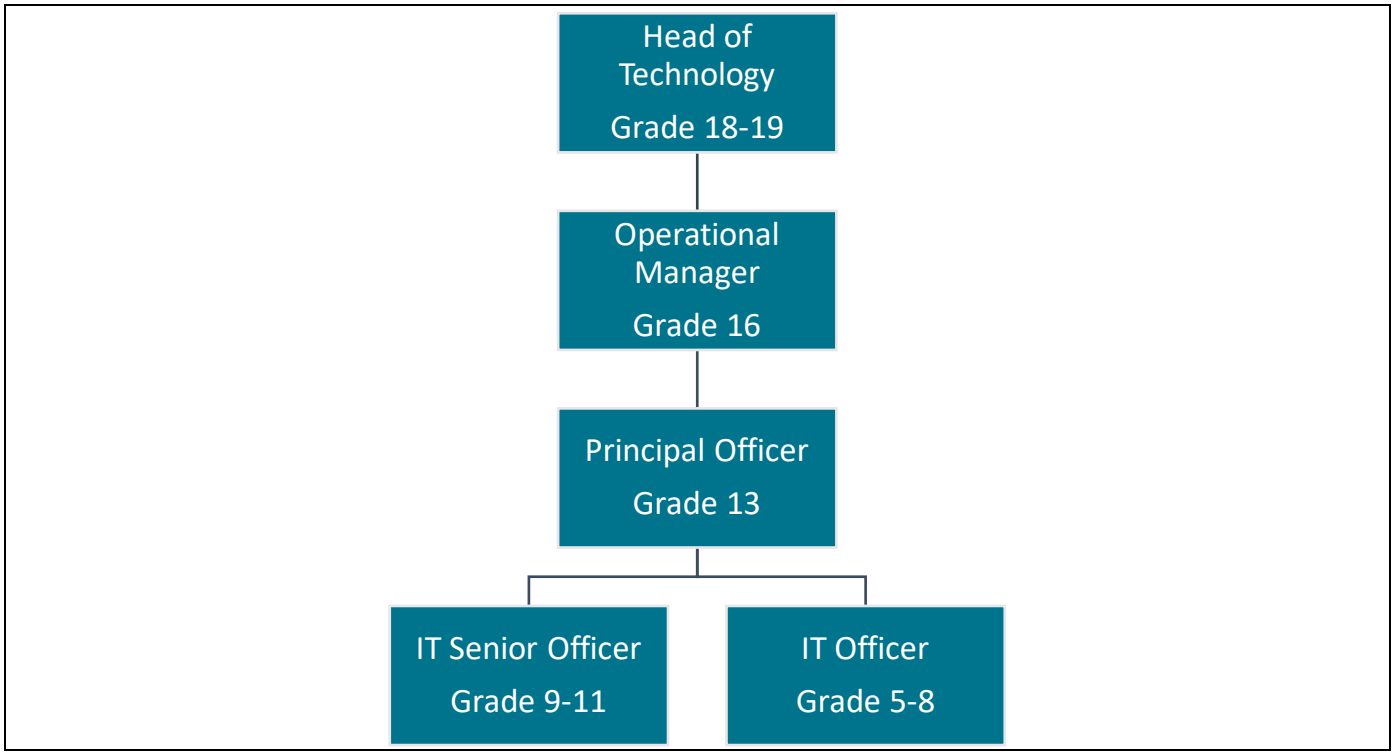
You will be expected to carry out all your duties in line with the Council's policies, procedures, and relevant legislation. You will be made aware of these in your appointment letter, contract of employment, induction, ongoing performance management and development and through Council communications.

This role is based within Corporate Strategy, Commissioning and Public Health. Find out more about working for Kirklees.

Key areas of responsibility

- Deliver required technology support and change assignments in a proactive and responsive customer focussed way to deliver agreed outcomes.
- Be a positive role model for IT and help support colleagues across the Council to become confident in the use of ICT.
- Continually develop own skills; support and coach others to do the same.
- Be flexible and adaptable in own approach.
- Be innovative and confident to use your initiative.
- Deliver in accordance with required service standards and deadlines.
- Manage IT changes to deliver agreed benefits.
- Contribute to the full end to end lifecycle of IT delivery including setting of appropriate standards; deliver on agreed standards to ensure solutions are as robust, supportable, and sustainable as possible.

Position of job in organisational structure



Employee Specification

See job focus sheet for specific details.

Behaviours and expectations

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:

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

You will also promote and be a role model of the Council's expectations of a new Council Employee within the organisation. This role is at level 2. Find out more about Council Behaviours and Expectations.

General information

See your responsibilities related to Safeguarding.

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	IT Service	Grading ID	61190
Job ID	80101073	Last Updated	November 2020
Job Focus	Yes	Career Progression	Yes

Contractual Variants

DBS Category	NA	DBS Type	NA
Health Check	No	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	ML		