

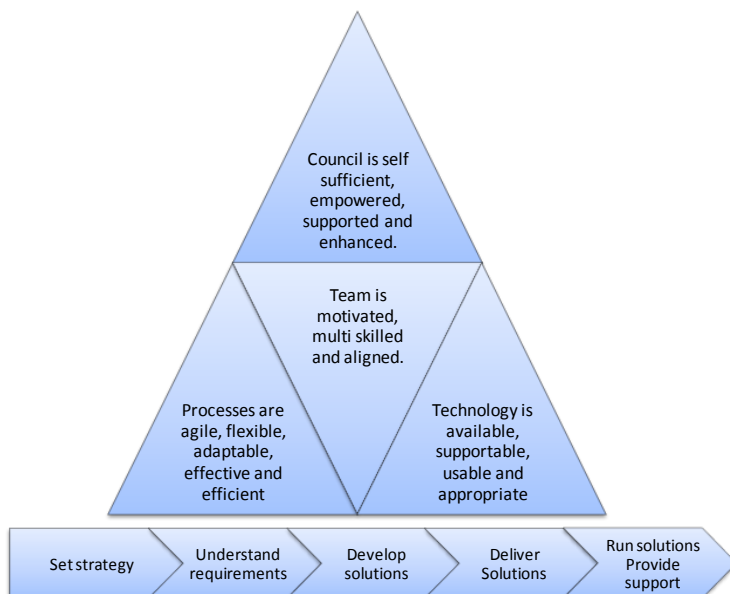
Kirklees Council – Job Description

DIRECTORATE: Resources
SECTION: IT Service
JOB TITLE: IT Senior Officer
GRADE: 9-11

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.

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 in order 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.

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You should be familiar with appropriate IT industry best practice principles such as those used in ITIL or PRINCE2.

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 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.

KEY RESULT AREAS / OUTCOMES

- Council and Partners:
 - 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.
- Team:
 - 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.
- Process:
 - Deliver in accordance with required service standards and deadlines.
 - Manage IT changes to deliver agreed benefits.
- Technology:
 - 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.

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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 2:

- 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 9	Grade 10	Grade 11
1	Strategy and Architecture – Technical Specialism	Level 5		Level 6
2	Solution Development and Implementation – System Design	Level 5		
3	Solution Development and Implementation – System Installation and Decommission	Level 4	Level 5	
4	Service Management - Security Administration	Level 5		Level 6
5	Service Management – IT Operations	Level 4		
6	Service Management – Service Desk and Incident Management	Level 5		
7	Service Management – Applications Support / network Support	Level 4	Level 5	
8	Business Change – Project Management	Level 5		