



## Job Description and Person Specification

<b>Job Title:</b>	Digital Business Support Officer	
<b>Post Number:</b>	P1611	<b>JE Ref:</b> JE144
<b>Grade:</b>	Grade 5	
<b>Progression:</b>	Progression through the grade is dependent on satisfactory performance	
<b>Service:</b>	Corporate Services	
<b>Hours per week:</b>	37 hours per week	
<b>Accountable to:</b>	Business Support Manager	
<b>Date created/reviewed:</b>	6 April 2017/ October 2019	

### JOB DESCRIPTION FOR Digital Business Support Officer

#### Job Purpose

The overall purpose of this role is to support and develop the Council's digital solutions to meet the needs of both the internal and external customer.

#### Accountabilities

1. Working initially under direct supervision, analysing, identifying and developing business processes to ensure that services are delivered in the most efficient and cost effective manner to customers.
2. With appropriate support and guidance (reducing with increasing knowledge and experience):
  - Translate business processes into technical specification requirements documents.
  - Document requirements to required standards.
  - Develop and implement the technical specifications on the Council's digital platform
  - Establish Testing plans with the business to ensure that the technical specifications are fit for purpose.
  - Work collaboratively with IT and Systems colleagues to ensure that all process changes are embedded using the IT tools available to provide consistency of approach, and the ability to monitor and report on performance.

- Work closely with the Digital & ICT Manager and wider Business Support team to establish a performance management techniques based on real and accurate business data. Use this data to work with the Digital & ICT Manager to monitor business transformation stats.
- Working collaboratively with the Customer & Delivery Manager and business leads to Identify and structure web content to ensure it meets the transactional needs of the organisation.

3. Understand the existing legacy application data sets and to successfully migrate these where appropriate to the Digital Platform.

4. Be responsible for proactively communicating with and working with other teams across the Council to build positive relationships to ensure that key information is disseminated quickly and easily.

5. Be an advocate for excellent customer service ensuring that process delivered on the digital platform deliver the intended benefits to the Council.

### ***Mental Demands***

Analytical and critical thinking skills in IT related matters and use appropriate initiative to solve technical problems;

Excellent communication skills in the following areas

- Accurate and concise written work which explains complex issues in an easy to understand manner
- Confident presentation skills, capable of engaging positively with different audiences

Able to develop completely new ideas and solutions based on good quality evidence.

Analytical and critical thinking skills in IT related matters and use appropriate initiative to solve technical problems

Able to manage and work with the Digital & ICT Manager to prioritise requests

Able to concentrate for up to three hours at a time when preparing project plans, technical specifications, presentations, training materials etc and when carrying out technical work

Able to demonstrate technical analytical skills for assessing performance management data

Able to present documentation and solutions for critical peer level review and accept feedback in a position manner

Competent in active listening and in influencing and persuading others

Able to challenge peers and superiors in a positive & constructive manner

Able to deal with different competing interests and respond appropriately

Able to think creatively and come up with appropriate solutions

Strong attention to detail and ability to work under tight deadlines

Excellent time management skills

### ***Physical Demands***

Much of the potholder's time will be spent at a computer

### ***Emotional Demands***

Unlikely to be exposed to emotional demands.

## Working Conditions

Normal office environment.

## Other Employment Requirements

This job may be suitable for some element of home working.  
The job holder may be required to attend evening meetings as and when required.

## Method of Assessment Codes

ROLE SPECIFIC PERSON SPECIFICATION											
A	Application Form	T	Tests (online / at interview)	R	Reference	D	Documentary Evidence	I	Interview	O	Other
Criteria								Essential	Desirable	Assessment	
<b>Values and Behaviours</b>											
	We are Customer Driven							X		I,T	
	We Care							X		I,T	
	We are Confident							X		I,T	
	We Work Together							X		I,T	
	We are Trusted							X		I,T	
<b>Qualifications</b>											
	Educated to 'A' level standard or equivalent or with equivalent experience							X		A,D,I	
	English and Maths GCSE A-C or equivalent							X		A,D,I	
	Degree level qualification in an ICT related subject or willingness to obtain a qualification within a reasonable period. or								X	A,D,I	
	Degree level qualification in a Science related subject where there has been a requirement to use IT systems for advanced data handling								X	A,D,I	
<b>Knowledge</b>											
	Good technical understanding of IT systems and willing to develop this further in a professional capacity							X		A,D,I	
	Working knowledge of Microsoft Office Suite and Visio							X		A,D,I	

	Knowledge and commitment to customer service and equal opportunities	X		A,D,I
	Working knowledge of Data Analytic tool and techniques including Google analytics		X	A,D,I
<b>Experience</b>				
	Experience of using different software packages and utilising advanced functions		X	A,D,I
	Experience of working effectively in a team	X		A,D,I
	Exposure to conducting an analysis exercise/experiment which includes <ul style="list-style-type: none"> <li>▪ Investigation of an issue/behaviour</li> <li>▪ Write up of existing state</li> <li>▪ Analysis of existing data, improvements and objectives of the improvements</li> <li>▪ Presentation of new end-state</li> <li>▪ Review of results</li> </ul>	X		A,D,I
	Previous Experience of using analytical and critical thinking skills in IT related matters to solve technical problems		X	A,I
	Experience of Digital Business Support Development work		X	A,I
	Experience of working on timed projects, meeting deliverables successfully in terms of quality and timescales.		X	A,I

*For further information on the scope of accountabilities when working at this level please see the generic job description/person specification [here on our website](#).*