**Job Description**

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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **ASSISTANT TECHNOLOGY SOLUTIONS PARTNER** |
| **Grade** | H |
| **Primary Purpose of Job** | To provide technical advice, project management, analysis, evaluation, development and technical support, to help business teams maximise the potential of ICT/Technology. |
| **Reporting To** | Technology Solutions Manager |
| **Direct Staffing Reports** | ICT and project staff as assigned |

**Main Duties**

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| **1** | **Principal Responsibilities**  Support a range of activities relating to technology change, from solution identification to project delivery. Lead project resources as appropriate to ensure quality, timeliness and cost-effectiveness of delivery. | |
| **2** | Work with management and business teams so that all technology resource requirements are identified and deployed to deliver corporate and business technology priorities, and work with the ICT Service Delivery Partner to ensure that they are commissioned in the most appropriate way. | |
| **3** | Lead project resources as appropriate to ensure quality, timeliness and cost-effectiveness of delivery. | |
| **4** | **Business Team Liaison**  Support business users in the identification and prioritisation of technology solutions, e.g., the development and implementation of system specifications for business applications/systems that are being procured/developed as part of an agreed work programme. | |
| **5** | Support staff in managing requests to IT suppliers and resolving issues. | |
| **6** | Provide relevant performance information about the delivery of the service and service improvements in response to customer feedback. | |
| **7** | **Project and Workstream Management**  Effectively to manage technology or business projects, or workstreams within projects, that relate to the implementation of technology, using a structured methodology. | |
| **8** | Provide regular reporting as requested by the Technology Solutions Manager to allow project tracking, and management awareness of progress, risks and issues. | |
| **9** | **Business Change Management**  Assist business teams in the analysis of change requirements and support the development of business cases that relate to the use of technology to solve business problems. Where priorities and projects are agreed, mobilise and support implementation to generate improvements to service, cost efficiency, and internal controls. | |
| **10** | Ensure all technology solutions are aligned with, and support the success of, the Council’s Technology Roadmap, ICT Strategy and broader Digital Strategy – maintaining and updating process/procedure documentation as appropriate. | |
| **11** | Work with the ICT Service Provider and other third parties and organisations as appropriate to support business teams to evaluate technology solutions, and to ensure successful project delivery. | |
| **12** | Provide technical advice to Members, and staff (including Directors and Senior Management) on various aspects of technology and aligned with the ICT Strategy. Understand and maintain a general awareness in the technology marketplace and opportunities to use and apply technology to improve ICT services and solutions. | |
| **13** | Contribute to corporate projects either through providing subject matter expertise or by using project skills. | |
| **14** | Contribute to the development and testing both of service continuity and disaster recovery plans for ICT services. | |
| **15** | Be responsible for some financial aspects (revenue and capital budgets) associated with projects or workstreams that the postholder is managing. To ensure maximum value for money, including exploiting any opportunities to generate additional funding and income, preventing overspend, and generating cost efficiencies. | |
| **16** | Operate appropriate internal controls and to ensure adequate records and procedures are in place to protect the Council and ICT assets. Involves ensuring strong audit outcomes | |
| **17** | Ensure that all activities comply with Standing Orders, Financial Regulations and Codes of Practice as relevant to the Council. | |
| **18** | Undertake any other duties as required by the service’s response to business need. | |
| **Date Job Description prepared/updated:** | | **June 2024** |
| **Job Description prepared by:** | | **Steven Walker, Technology Solutions Manager** |

**Person Specification**

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| **Department** | | | **CHIEF EXECUTIVE’S** | | | |
| **Job Title** | | | **ASSISTANT TECHNOLOGY SOLUTIONS PARTNER** | | | |
| **Stage One** | | | Candidates who are care leavers, have a disability, are ex-armed forces or are a carer (see [Carers-Charter-FINAL.pdf (gmhsc.org.uk)](#) are guaranteed an interview if they meet the essential criteria for the role | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | | |
|  | **Technical:** | | | | |  |
| 1. | Ability to undertake a range of technical duties including:   * Requirements Definition * Change Implementation * Business Analysis * Stakeholder Management   Office 365 development | | | | | Application Form / Interview |
| 2. | Ability to provide technical advice and support on the Councils Digital Strategy and key departmental ICT issues/ projects | | | | | Interview |
| 3. | Demonstrated use of a structured project management methodology & understanding of why this is important | | | | | Application Form / Interview |
| 4. | Knowledge of current business applications, Microsoft Office 365 and how they can be utilised for improving business performance across the council. | | | | | Application Form / Interview |
| 5. | Ability to review performance information and provide feedback to customers | | | | | Interview |
| 6. | Ability to interpret complex IT technical information | | | | | Interview |
| 7. | Ability to analyse and map business processes using structured methodology, to make recommendations to improve performance | | | | | Interview |
|  | **Service Delivery:** | | | | |  |
| 8. | Demonstrate effective organisational skills with the ability to plan, develop and prioritise work in order to meet deadlines and changes in priority | | | | | Application Form / Interview |
| 9. | Demonstrate a knowledge of Customer service in an IT environment or Relationship management /Contract Management role for an outsourced service | | | | | Application Form / Interview |
| 10. | Demonstrated understanding of importance of adopting a strategic approach to ICT | | | | | Interview |
| 11. | Ability to represent ICT in a positive and helpful manner at meetings with customers | | | | | Interview |
|  | **Competencies** – Please note the council’s corporate competencies, which are essential for all roles, are below in the Core Competencies section | | | | | Interview |
| **2. Experience/Qualifications/Training etc** | | | | | | |
| 1. | | Significant experience of working within an ICT environment | | | Application Form | |
| 2. | | Relevant degree, or professional management, or ICT qualification | | | Application Form | |
| **3. Work Related Circumstances** | | | | | | |
| 1. | | All posts require the job holder to undertake mandatory training for the role and to regularly review their developmental needs in conjunction with their line manager. Development of our employees plays a key role in delivering our services | | | Interview | |
| 2. | | The Council has a framework of Values & Behaviours that guide our behaviour and decision making to help achieve our vision. All employees are expected to be mindful of these when undertaking their work. | | | Interview | |
| 3. | | This role requires the job holder to work outside of normal office hours, for example at evenings and weekends, to meet the needs of the service. | | | Interview | |
| **STAGE TWO** | | | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | | |
| **Additional Requirements** | | | | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | | | | |
| 1. | Office 365 application development skills in Sharepoint, Microsoft Flow, Microsoft Power Platform | | | | | Application Form / Interview |
| 2. |  | | | | |  |
| **2. Experience/Qualifications/Training etc** | | | | | | |
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| **Date Person Specification prepared/updated** | **June 2024** |
| **Person Specification prepared by** | **Steve Walker, Technology Solutions Manager** |
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**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





