# JOB DESCRIPTION – CORPORATE SERVICES

## IDENTIFICATION

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| Post Title: | Digital Officer | Post Ref: | |
| Section | Digital and Customer Services | Grade: | 9-11 |
| Responsible to: | IT Manager | | |
| Responsible for: | | | |

### JOB PURPOSE

Lead specialist delivery of digital automation and service digitisation across Council services, supporting programme and project planning, and driving user-centered, accessible, and data-informed improvements. Work with internal and external stakeholders to enhance customer and staff experience, ensure compliance with relevant standards (GDPR/DPA, cybersecurity, accessibility), and deliver an effective, efficient service.

### PRINCIPAL WORKING CONTACTS

Senior management, project manager(s), and project governance groups
Digital & Customer Services teams, IT systems teams, and operational service leads
Services Delivery managers and teams
Third-sector partners and 3rd party providers (e.g., account managers/support staff).

### MAIN DUTIES

Develop and deliver agreed strategies for the implementation of digital services across the Council, aligned to corporate priorities.

Implement programme and project plans and achieve desired aims, outcomes, and benefits.

Oversee operational delivery of assigned workstreams, ensuring project governance and approval processes are followed and monitored.

Ensure compliance, monitoring, and evaluation of digital initiatives so that outcomes and outputs are evidenced and delivered.

Adopt structured programme/project management approaches (e.g., Agile/Scrum/Kanban), utilising appropriate tools (e.g., Microsoft 365, Jira, Confluence, Teams).

Apply human-centered service design, user research, and journey mapping to improve digital services.

Assist in the rollout and implementation of Digital software solutions, automation, and robotics to create efficiencies.

Develop relationships with providers, partners, and operational system users to support integration and interoperability (e.g., APIs, cloud services).

Prepare regular reports (progress updates, options appraisals, cost/benefit studies) using data-driven decision-making.

Support training and post-implementation adoption; embed continuous improvement and capability-building across services.

Lead on significant projects and initiatives.

Lead investigations into significant problem areas; analyse, map, and document processes; develop collaborative solutions to meet service objectives.

Contribute to the ongoing development of the service and design new processes and procedures.

Lead as a technical and/or service specialist in one or more core technologies or area of critical service delivery.

Able to assess strategic operational impact of forthcoming changes and contribute specialist expertise to corporate working groups.

## OTHER DUTIES

This job description reflects the role at the date of preparation. It is not exhaustive and may evolve over time. The postholder will carry out any other duties at an equivalent level necessary to fulfil the job purpose.

# PERSON SPECIFICATION

POST TITLE: Digital Officer

DIVISION/DEPARTMENT SECTION: Digital and Customer Services

| | ESSENTIAL REQUIREMENTS | DESIRABLE REQUIREMENTS | METHOD OF ASSESSMENT |
|---|---|---|---|
| PROFESSIONAL/ EDUCATIONAL QUALIFICATIONS | HND/SVQ4 (or equivalent) in a relevant subject area, or equivalent relevant experience | Project Management qualification (e.g., PRINCE2/Agile/Scrum) | Application |
| RELEVANT WORK/OTHER EXPERIENCE | Experience in digital transformation projects, incorporating Agile and DevOps methodologies<br><br>System development knowledge of Digital Services including UX/UI, scripting, and data management<br><br>Experience of process analysis and improvement, including automation and AI<br><br>Experience in system integrations | Significant experience in Digital and IT Software systems within Local Government<br><br>Exposure to cloud solutions<br><br>Experience developing Linux based solutions<br><br>Experience of mobile application deployment<br><br>Experience of Web Services and Application Programming Interfaces (API)<br><br>Experience of sql databases<br><br>Experience of HTML, Javascript and CSS scripting<br><br>Experience of Microsoft 365 technologies including Sharepoint | Application<br>Interview |
| PARTICULAR SKILLS/ABILITIES | Excellent oral and written communication<br><br>Analytical and organisational capability<br><br>Ability to engage stakeholders and | | Application<br>Interview |

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| | collaborate across services to develop solutions to complex problems<br><br>Awareness of cybersecurity, GDPR/DPA compliance, and accessibility standards | | |
| PERSONAL QUALITIES | Leadership in specialist areas<br><br>Self-motivated<br><br>Forward-thinking<br><br>Able to work under pressure<br><br>Team-oriented and collaborative | Commitment to continuous learning and improvement | Interview<br>References |
| ADDITIONAL JOB-RELATED REQUIREMENTS | Ability to work flexibly when required<br><br>Level 1 Disclosure Check | | Interview |