

Role Description

Role Title: Digital Specialist – Strategy and Architecture

Location: Yeovil / Agile

Job Family: Specialist

Grade: 6 - 8

Main purpose

Leads the strategic design of business applications, data and technology to meet the organisations business requirements, aligned with the wider business strategy. Working alongside other Digital Specialists to develop plans and roadmaps for future investment in digital.

Provides technical expertise to the organisation, defining future technology road maps and products. Scans the technology horizon, identifying products and opportunities that digital may offer SSSDC, promoting this within the organisation.

Provides oversight of all new projects, and other changes, to ensure these are aligned with agreed policies and standards, granting waivers where applicable.

Provide customer focused specialist advice within the Council and externally, promoting the work of the Council and its reputation.

Delivering specialist services to internal and external customers, enabling them to manage the Council's business and delivery of services to customers.

Key tasks

Grade 6

- To provide a specialist, professional service with high standards of advice and support and resolving cases of varying complexity as they arise.
- Deliver customer focused specialist advice and services, keeping up to date with current and emerging legislation, best practice and policy to ensure continuous development and improvement in services.
- Being accountable for complex or contentious applications, cases and inspections, ensuring satisfactory resolution and liaising with external agencies and partners including courts, tribunal services and other formal bodies.
- Support, guide and advise the case services team delivering the service on less complex cases.
- Prepare and present reports to council committees and other internal and external meetings.
- Ensure personal, professional development is maintained to the required standards.

- Contribute to reduced demand by building prevention and enabling into daily work and providing specialist advice to the Case Services, Customer Services or Locality Services as appropriate.
- Act as a champion for a subject /specialist providing business partnering to other area(s) of the organisation - advising, educating, acting as a buddy, and supporting knowledge transfer to enable the organisation to maximise performance.
- Promote equality of opportunity in all aspects of the role in line with corporate policies, training and procedures.
- Promote a culture that is supportive of the Council's purpose, aims and values and to take all reasonable steps to maintain good employee relations.
- Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities.
- Support and participate in arrangements and activities to fulfil the Council's Civil Contingency and Emergency Planning arrangements.

Grade 7

- All of above.
- To ensure that enquiries and cases are managed and completed at the appropriate level (within specialist teams and case services).
- Specify and manage projects and contracts that deliver community and corporate objectives.
- Ensure compliance with statutory regulations, legislation, professional codes of practice and adherence to Council policy.
- Ensure and develop appropriate levels of quality and specialist knowledge within the Case Services function.
- Develop and manage Council policies and contribute to the Corporate Plan and the development of service strategy alongside the strategic planning team.

Grade 8

- All of above.
- Working closely with the Lead Specialist to provide expert knowledge and assist with service delivery.
- Lead business partner for one or more subject/specialist area(s) working with teams across the organisation.
- Provide technical mentoring and support, encourage transfer of specialist knowledge, share best practice, new legislation and associated changes to

processes and scripts and have oversight of the end to end process or customer journey and related contract.

- Accountable for very complex cases that may have high impact, either politically or within the community and/or where there are no precedents.
- Guide, advise and mentor other specialists in professional area.
- Provide technical leadership on strategic programmes.

Personal Specification

Professional and educational qualifications

Essential	Desirable
Qualification in Information Technology related subject or substantial equivalent experience in a Digital/IT related field	Membership of relevant professional body
Practitioner in TOGAF 9 or equivalent	

Experience

Essential	Desirable
Strong strategic overview of digital technology and how it can be used to add business value	Experience of working for a local authority
Experienced in creating the strategy, blue prints, road maps and standards for a digital/IT estate	Partnership working
Track record of engaging at a senior level in the governance of digital change.	Working in a matrix environment where cross team and corporate working are essential
Able to work closely with partner organisations to design in interoperability.	
Tracks changes in the digital/IT market place, aware of new innovative opportunities.	
Professional competence/expertise and proven experience in the relevant specialism(s)	
Assisting in planning and delivering projects / programmes	
Preparation and presentation of reports	
Experience in dealing with service users and stakeholders	

Key Skills

Essential	Desirable
Proactive with commitment to provision of excellent customer service	Able to exploit the use of new technology
Ability to prioritise, meet deadlines and work effectively under pressure	Project and/ or change management
Good communication skills both written and verbal to include report writing, presentation and influencing skills	Investigative skills
Verbal reasoning	Negotiation
Decision making and problem solving	Able to work with teams across an organisation to improve services
Committed to high standards of performance and quality	
Team working	
Microsoft Office	
Flexible and resourceful	
Proficient in relevant IT applications	

Knowledge

Essential	Desirable
A good knowledge of the working practices and methodologies of at least one of the relevant specialist services	Good knowledge of terminology and acronyms used by service areas
Good working knowledge of legislation and developments within the specialism	Contracts and procurement methods and practices
Equalities policy and procedures	
Broad knowledge of the Council systems and services	