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| **Job Description** |
| **Post title** |

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|  Project Supervisor and Business Analyst  |

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| **JE Reference No** |

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|  N10748  |

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| **Grade** |

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|  Grade 12  |

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| **Service** |

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|  Neighbourhoods and Climate Change  |

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| **Service Area** |

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|  Community Protection Services  |

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| **Reporting to** |

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|  Strategic Regulation Manager  |

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| **Location** | Your normal place of work will be Annand House but you may be required to work at any Council workplace within County Durham. |
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| **DBS** | This post **is not** subject to a disclosure. |
| **Flexitime** | This post **is** eligible for flexitime. |
| **Politically restricted** | This post **is not** designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

The post holder will primarily work with the Environment and Health Protection and the Public Protection teams within the Community Protection service and with internal and external partners as required. The postholder will be responsible for supervising the delivery and implementation of the CIVICA APP upgrade project and associated digital projects for the service.

The role requires strong liaison and collaboration with multiple Teams, Services and Partners both for the CIVICA APP upgrade and to provide specific strategic, tactical and operational information to the service and other external partners.

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| **Duties and responsibilities** |

* To deliver and implement the CIVICA APP upgrade and other ICT projects for the Community Protection service and other partners
* To provide clear and visible leadership in a project environment and ensure that the standard project management methodology is properly utilised.
* Provide opportunities for the service by encouraging cross-service working
* Supervise and monitor multi-service project team performance in accordance with council procedures and objectives
* Establish effective lines of communication and build working relationships within the project team, service managers and team leaders and internal and external partners based around trust and empowerment
* Effectively engage with the project team to make decisions within the remit of the project, to challenge appropriately and to think ‘outside the box’ in terms of improving service delivery
* Actively encourage and lead by example in terms of smarter working initiatives and promote the use of technology to maximise productivity and service delivery
* Facilitation of project definition workshops and resolution of complex scoping issues and stakeholder conflicts
* Contribute to the development of communications and staff engagement and awareness raising of digital projects within the service
* Work proactively to resolve project issues and mitigate project risks
* Direct a series of process improvements using Business Process Improvement techniques
* Bring experience of strategic analysis techniques
* Elicit service requirements using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, use cases, scenarios, business analysis, task and workflow analysis
* Critically evaluate information gathered from multiple sources
* Distinguish user requests from the underlying true needs
* Proactively communicate and collaborate with external and internal customers to analyse information needs and functional requirements and deliver Functional Requirements Document, Business Requirements Document, Screen and Interface designs as needed
* Work independently with users to define concepts and under direction of the Strategic Regulation Manager
* Drive and challenge services on their assumptions of how they will successfully execute their plans
* Develop requirements specifications according to standard templates, using natural language and communicate technical detail into a level of general understanding
* Collaborate with ICT and subject matter experts to establish the technical vision and analyse trade-offs between usability and performance needs;
* Be the liaison between services, ICT, support teams and internal and external partners and reconcile conflicts
* Utilise mapping tools to provide strategic, tactical and operational information to the service and other external partners

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification |
|  | Essential | Desirable |
| Qualifications |

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| * Educated to degree level or equivalent in an ICT related discipline
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 | * Project management qualification
* Management or ICT Qualification
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| Experience | * Ability to lead and manage a project team
* Experience of having managed, implemented and supported a major project in the ICT sphere
* Advanced levels of ICT systems knowledge and their service delivery requirements
* Proven experience of developing and implementing new policy, systems and procedure’s
* Proven experience of system monitoring and reporting
* Ability to effectively communicate with different audience’s
* Understand organisational structures, relationships and influence’s
* Effective management of change
* Experience of Power BI and/or other mapping tools
 | * Working knowledge of CRM (Firmstep)
* Working knowledge of Orcuma First
* Working knowledge of CIVICA APP or other regulatory database
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| Skills & Knowledge | * Strong leadership skills
* Able to demonstrate high professional standards
* Ability to communicate effectively and confidently, both orally and in writing
* Ability to work with limited supervision
* Ability to plan and organise work
* Able to use own initiative, make decisions and work under pressure.
* Ability to work as part of a team
* In depth knowledge of service delivery in accordance with the customer defined SLA’s
* Ability to probe and question and challenge
 | * Ability to drive a car
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| Personal Qualities | * Pleasant, confident and professional manner when dealing with colleagues and customers
* Flexible approach to work
* Willingness to learn
* Enthusiastic, self-motivated
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