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| **Job Description** | |
| **Post title** | Digital Testing and Adoption Officer |
| **JE Reference No** | N10548 |
| **Grade** | 7 |
| **Service** | Resources |
| **Service Area** | Digital & Customer Services - Digital Engagement |
| **Reporting to** | The post holder will be accountable to the Senior Project Support Officer |
| **Location** | Your normal place of work will be Crook Civic Centre 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** |

Provide support to digital project user testing and adoption support to the complete Digital Programme.

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| **Duties and responsibilities** |

Listed below are the responsibilities this role will be primarily responsible for:

• Supporting the digital programme and its associated projects by providing sufficient quality assurance for the team prior to the release of products to internal and external customers.

• Working with services to establish appropriate user testing and adoption plans for the complete programme.

• Working with the Senior Project Support Officer to develop a digitised approach to testing and adoption

• Working with Project Managers to ensure the successful delivery of training and skills required for project adoption

• Work with Project Managers to develop transition and support plans for services that successfully take projects from implementation into business as usual.

• Work with the Training Manager to identify service training needs

• Support the development and upkeep and use of the collaborative workspaces

• Champion and promote all projects contained within the Digital Programme across the organisation and support the adoption process where required.

• Participating in business improvement activities, undertaking work packages with projects as directed.

• Testing and supporting implementation of system upgrades and releases.

• Preparing and maintaining procedural notes and manuals in line with testing and adoption

• Provide additional project support to the project support officers including the preparation of data, information, reports and project documentation.

• Carrying out research and benchmarking activity to support improvement activity.

• Assisting with the development and delivery of comprehensive training in relation to system improvement changes and ensuring compliance with government legislation.

• Implementing and maintaining effective mechanisms for the collation and reporting of management information and customer intelligence from a variety of systems

• Building and maintaining strong working relationships with relevant teams within the Council.

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 the Senior Project Support officer.

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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 | NVQ Level 3 or equivalent or relevant experience in a project support role | Evidence of continuous personal and professional development |
| Experience | Proven experience in a system testing or adoption role  Experience of introducing new systems or new ways of working.  Experience of change management and adoption  Experience developing and deliver user adoption and skill training programmes | Experience of working within a local government environment  Experience of project management frameworks including traditional waterfall and Agile. |
| Skills & Knowledge | Aptitude and desire to provide excellent customer service.  Excellent interpersonal and communication skills  Ability to manage and prioritise own workload and ensure tasks are completed accurately and within the prescribed timescales  Ability to analyse and solve problems  Ability to deal with confidential matters sensitively  Ability to work effectively as part of a team | Familiar with business process improvement tools & techniques |
| Personal Qualities | Access to a car or means of mobility support (if driving then must have a current valid driving licence and appropriate insurance).  Highly motivated, supportive positive attitude able to establish positive relationships across the authority  Customer focussed  May be required to work outside of normal office hours. |  |