

Job Description

Post Title	Senior Data and Insights Officer (GIS)
Job Evaluation	N12512
Grade	11
Service	Corporate Affairs
Service Area	Date & Insights
Reporting to	Team Leader – GIS & BI
Location	Your normal place of work is Green Lane Council Offices, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is 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

Description of role

To assist the Team Manager to provide GIS and data technical skills, knowledge and advice relevant to specific projects and/or services. To work as part of the GIS Service team to provide customers and colleagues with relevant support, assistance and leadership.

Duties and Responsibilities

Listed below are the primary responsibilities of this role:

- You will be expected to contribute towards the delivery of GIS services to all customers and contribute towards completing the tasks and meeting the targets incorporated in the Data & Insights Service Plan that is reviewed on an annual basis.
- You will work as part of a team and take direction from the Team Leader – GIS & BI to ensure the provision of an effective and efficient service to customers. You should expect your duties to vary as workloads within the Service area change.
 - Assist with the management and development of the Council's Corporate GIS
 - Assist with the specification of GIS solutions and services.
 - Analysis, design, development and testing of GIS systems/applications
 - Utilise GIS skills in to develop solutions to business needs.
 - Provide support for DCC GIS applications
 - Provide GIS maintenance and support
 - Database /Geodatabase analysis, design and development

- Database/Geodatabase administration and support.
- GIS Server administration.
- GIS Mapping/Web Services administration.
- Management and maintenance of corporate spatial data.
- Manage and support GIS software upgrades and patches.
- Monitor and analyse performance of GIS servers, databases, services and applications.
- Provision of technical leadership and support to customers and colleagues.
- Perform Project Management.
- Supervise other staff within team/service area.
- Deputise for Team Leader – GIS & BI where appropriate.
- Write and maintain technical documentation and reports for applications, systems and services
- Contribute to technical GIS strategies and assist with the preparation of team plans.
- Liaise and work with third party suppliers.
- Represent GIS Service at internal and external meetings.
- Develop and maintain knowledge of relevant ICT and GIS technologies as assigned.
- Actively promote continuous improvement of GIS Services.
- Provide technical, data and systems consultancy for GIS projects and services
- Contribute to and support cross-team working and projects as required.
- Contribute to Information Governance and Information Security.
- Comply with relevant data protection and privacy legislation as required.
- Travel to Council Offices throughout County where required.

Operations

- Provision of support to customers and colleagues.
- Assist with the development of Policies and Procedures to support operational requirement
- Maintain accurate manual and electronic records relating to all work carried out and produce relevant documentation where appropriate.
- Contribute to Security and Risk Management
- Assist with preparation of team's operational plans
- Project and Change management
- Assist with management of the service area
- Assist with system specification/design, project management and system implementation.
- Assist with monitoring and review of system performance and the production of relevant reports and statistics.

Communications

- Observe and adhere to the communications standards in operation within the Service.
- Assist in promoting and improving communications within the Data & Insights Service and across the organisation.

Performance Manamgent

- Assist the Team Leader – GIS & BI in meeting agreed performance standards in relation to the post.

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.

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.

Person Specification

Attributes	Essential	Desirable
Qualifications	Degree or equivalent qualification in relevant subject area or substantial work experience appropriate to the role.	Further relevant technical or vocational qualifications in ICT or GIS
Experience	- Ability to effectively communicate with different audiences - Understand organisational structures, relationships and influences - Effective management of change - Proven experience in working with customers - Proven experience of planning and structuring information - Proven responsibility in managing projects - Proven responsibility for providing solutions to technical or design problems in ICT or GIS - Proven responsibility for providing technical GIS solutions in an enterprise GIS environment. - GIS Systems Administration - Use of ESRI technologies in an enterprise environment, including ArcGIS Server, ArcGIS Pro, ArcGIS Online. - Developing and delivering GIS solutions with current ESRI technologies in one or more of the following environments, Server, Web, or Desktop.	- Experience of managing projects - SQL and Server DBA
Skills and Knowledge	- Ability to work with limited supervision - Ability to plan and organise work - Attention to detail - Awareness of Content Management Systems - Skilled technical lead in one or more of the following areas: database administration, server maintenance,	- Report and policy writing - Knowledge of local government

	ETL processes or software installation and technical configuration. • Communicate with written, presentation and verbal skills. • Knowledge of Microsoft Office applications • Technical knowledge of current ESRI technologies and software. • Providing GIS applications with one or more of the following ArcGIS Instant Apps, ArcGIS Experience Builder • Knowledge and understanding of GIS principles and features of geographic information. • Knowledge and understanding of systems development processes and lifecycles • Knowledge and understanding of spatial data, including Ordnance Survey data and products. • Knowledge and understanding of cloud computing principles and concepts. • Knowledge and understanding of Artificial Intelligence and Machine Learning principles and concepts	
Personal Qualities	• Willingness to work as part of a team • Develop and share views, ideas and resources on teaching and learning matters • Access to car or means of mobility support (if driving then must have a current driving licence and appropriate insurance). • May be required to work outside of normal office hours and where requested to partake in the Services on-call rota • Pleasant manner when dealing with colleagues and customers • Tactful, discreet • Flexible approach • Willingness to learn • Enthusiastic, self-motivated	