

Job Description

For ICT Practitioner Positions

This form is used to provide a complete description of the specific job (or role) and defines the skills, knowledge and abilities required to undertake the specific and generic role profile.

Section A: Specific Role Profile

The specific role profile provides key information relating to the salary and working conditions e.g. location of a job, along with the current focus of the job role and a brief description of the main duties.

Role Details

Job Title:	Service Performance & Assurance Officer (Operation Performance Officer)	JEID	IT061
Salary Grade:	Grade O		
Team:	ICT Services		
Service Area:	ICT Strategy & Commissioning		
Primary Location:			
Political Restriction	This position is not politically restricted.		
Responsible to:	Lead Commissioner, ICT Services		
Responsible for:	N/A		

Role Purpose

To assure the quality of internal and external ICT services from an end user and customer experience perspective.

To provide a strategic interface with the business.

To establish and maintain strong and productive relationships with operational ICT teams and other suppliers.

To work in collaboration with Solution Architects and operational teams to assure solution compatibility with business requirements and WCC architecture and principles

Role Responsibilities

Assure the quality of ICT service provision against agreed outcomes and measures including efficient and effective policies and processes, quality and availability of data, capability to meet demand.

Understand, anticipate and influence operational risk and assurance opportunities.

Champion the adoption of good practice and continual service improvement in order to develop responsiveness to change and the capacity for innovation and growth.

Section B: Generic Role Profile

The generic role profile provides a list of the main tasks that cover the broad range of duties and responsibilities performed at this level for the job role. An employee may not be undertaking all of these at any one time, but they could be expected to do so under their contract of employment.

Generic Role Details

Job Role:	ICT Practitioner – SFIA Level 6.1
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Main Tasks

- Plans, organises and carries out consultancy assignments alone, or leads a team of consultants. Possesses the perception to devise solutions and recognise opportunities across a very broad front and shows the ability to take action to exploit opportunities that will have a measurable effect on profit/operational effectiveness (TSCNSL601).
- Maintains knowledge of the technical specialism at the highest level. Takes an active part in appropriate learned, professional and trade bodies (TSTECH601).
- Takes responsibility for specific assignments related to the technical specialism, often as the leader of a team (TSTECH607).
- Maintains up-to-date knowledge of emerging technology trends and developments over a broad range of information and communications technologies. Monitors outcomes of research work, seeking to identify where technology might be deployed in order to deliver business improvements and competitive advantage. (TSINOV602).
- Takes responsibility for the definition, documentation and successful completion of complex projects, (typically >12 months, with significant business, political, or high-profile impact, and high-risk dependencies), directing and counselling project team members, and advising clients/users as necessary on all phases (TSPRMG601).
- Identifies and investigates specific technologies, products, methods and techniques to assess their potential benefit to the organisation and role in the ICT strategy (TSEMRG602).
- Takes responsibility for major decision making in the planning of communications networks, taking account of the need for quality, security, availability, reliability, integrity and safety, and utilising (as appropriate) specialised techniques, tools, methods or standards (TSNTPL606).
- Leads one or more project teams; allocating and monitoring tasks, motivating staff and appraising individual performance (TSPRMG604).
- Takes full technical responsibility for all aspects of systems specification and design, ensuring compatibility with enterprise and solutions architectures (TSDESN601).
- Plays a major technical role in the assessment and selection of software packages (TSDESN605).
- Provides advice and guidance to, business management, analysts, designers, and less experienced colleagues on all aspects of network design and technology. Interfaces with designers and planners from external suppliers and network service providers, to ensure that network requirements (particularly network response times, volumetric information and security requirements) are reflected in the overall specification (TSNTDS604).
- Recognises, and actively seeks ways to exploit information technology to address complex business, organisational and technical issues, of both a conventional and innovative nature. Influences senior level customers and project teams through change management initiatives, ensuring that professional standards are maintained (TSITMG603).
- Leads some, or all, parts of the procurement process (from eliciting users' requirements in respect of products and services, to placing contracts) for those procurements that are of greatest cost or most

value to own organisation (TSPROC602).

- Ensures that standards and procedures for the effective integration of systems into operational services are developed, maintained and adhered to (TSSINT601).

Section B: Person Specification

The person specification provides a list of essential and desirable criteria (skills and competencies) that a candidate should have in order to perform the job.

Each of the criteria listed below will be measured through; the application form (A), a test / exercise (T), an interview (I), a presentation (P) or documentation (D).

Essential Criteria

Assessed By:

Substantial post professional experience working within a relevant discipline and/or significant experience at a senior level of partnership working and diverse project management. Experience of managing a substantial area of activity	A,I,P
The ability to demonstrate a high degree of complex problem solving skills	A,I,P
The ability to communicate with a very wide range of audiences over a range of subjects, including topics which are broader than the ICT discipline represented	A,I,P
The ability to work within a broad policy framework using managerial discretion over a very broad area of activity	
The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	A,I,P
Experience of supervising and managing a small team	N/A
Experience of monitoring and managing and being accountable for budgets	N/A
Experience of leading/contributing to the development of ICT policies across the organisation	A,I,P
The ability to pull together plans/develop solutions through the introduction of new/original thinking	A,I,P
The ability to persuade others to adopt a course of action which is not necessarily their preferred approach	A,I,P

Desirable Criteria

Assessed By:

A background of working in IT service management	A,I,P
The ability to work collaboratively to drive the continual service improvement of ICT systems and service performance	A,I,P
The ability to understand, anticipate and influence customer demand for services	A,I,P
The ability to independently interpret and analyse ICT Operational analytics to ensure they meet agreed outcomes and measures	A,I,P
A sound understanding of ITIL v4 best practice framework	A,I

Section C: Working Conditions

The working conditions relate to those non-contractual elements of the job that may impact on the holder of the position, as well as those workplace-based responsibilities that are part of this job. These are not contractual but provide a guide to the working conditions and the potential hazards and risks that may be faced.

Health & Safety at Work

To take responsibility for your own health, safety and wellbeing, and undertake health and safety duties and responsibilities for your role as specified within Warwickshire County Councils Health and Safety Policy, and all other relevant health and safety policies, arrangements, procedures, systems of work as specified for the post/ role.

Potential Hazards & Risks

The potential significant hazard(s) and risk(s) for this job are identified below (those ticked). The purpose of recording this information on the job description is so that the health status of the potential and actual post-holders can be assessed with regard to the significant hazards and risks. These hazards and risks should be based on the appropriate activity, process and/or operation risk assessment whereby all of the significant risks are identified, recorded and appropriately controlled. The list below is therefore not an exhaustive list because it is the risk assessment that details all significant risks that could arise out of or in connection with the work activity, but any others will be identified in the 'other' section.

<input type="checkbox"/> Provision of personal care on a regular basis	<input type="checkbox"/> Driving HGV or LGV for work
<input type="checkbox"/> Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects	<input type="checkbox"/> Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or WCC vehicle for work purposes)
<input type="checkbox"/> Working at height/ using ladders on a regular/ repetitive basis	<input type="checkbox"/> Restricted postural change – prolonged sitting
<input type="checkbox"/> Lone working on a regular basis	<input type="checkbox"/> Restricted postural change – prolonged standing
<input type="checkbox"/> Night work	<input type="checkbox"/> Regular/repetitive bending/ squatting/ kneeling/crouching
<input type="checkbox"/> Rotating shift work	<input type="checkbox"/> Manual cleaning/ domestic duties
<input type="checkbox"/> Working on/ or near a road	<input type="checkbox"/> Regular work outdoors
<input checked="" type="checkbox"/> Significant use of computers (display screen equipment)	<input type="checkbox"/> Work with vulnerable children or vulnerable adults
<input type="checkbox"/> Undertaking repetitive tasks	<input type="checkbox"/> Working with challenging behaviours
<input type="checkbox"/> Continual telephone use (call centres)	<input type="checkbox"/> Regular work with skin irritants/ allergens
<input type="checkbox"/> Work requiring hearing protection (exposure to noise above action levels)	<input type="checkbox"/> Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)
<input type="checkbox"/> Work requiring respirators or masks	<input type="checkbox"/> Work with vibrating tools/ machinery
<input type="checkbox"/> Work involving food handling	<input type="checkbox"/> Work with waste, refuse
<input type="checkbox"/> Potential exposure to blood or bodily fluids	<input type="checkbox"/> Face-to-face contact with members of the public
<input type="checkbox"/> Other (please specify):	