

# 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:	AI Copilot Development Lead	JEID	IT005
Salary Grade:	Grade L		
Team:			
Service Area:			
Primary Location:			
Political Restriction	This position is not politically restricted.		
Responsible to:			
Responsible for:			

#### Role Purpose

Leading the technical development of complex AI Microsoft Copilot agents and enterprise automation solutions. Providing technical architecture, mentoring, and strategic direction for Copilot development while building advanced multi-system integrations that deliver significant operational improvements across council departments.

#### Role Responsibilities

- Design and build complex, multi-system Copilot agents that integrate across council platforms and departments
- Create and maintain reusable frameworks, templates, and technical standards for Copilot development
- Make architectural decisions regarding Copilot integration with enterprise systems and data sources
- Lead discovery and feasibility for cross-departmental automation projects, including effort/risk estimation and recommendation of options involving multiple stakeholders and competing requirements
- Define and maintain engineering standards (prompting patterns, evaluation, testing, release, monitoring) and ensure adoption
- Establish a repeatable approach to quality assurance (test strategy, acceptance criteria, evaluation of outputs, and auditability)
- Research emerging AI technologies and pilot innovative approaches for council adoption
- Provide technical mentoring and guidance to junior developers, reviewing and approving their

work

- Contribute to council-wide AI strategy development and technical governance processes
- Handle complex stakeholder engagement involving multiple departments and business priorities
- Establish quality standards and best practices for Copilot development across the team
- Manage technical relationships with external suppliers and enterprise system vendors
- Lead technical troubleshooting for complex issues and system integration challenges
- Act as the senior technical escalation and assurance point for high risk or novel Copilot and AI automation use cases

## 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 5
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### Main Tasks

- Carries out assignments, alone or as part of a team, applying knowledge, skills, and experience. Demonstrates an understanding of the issues of interest to the client organisation and proposes viable solutions within the scope of own expertise, taking into account the needs of those affected (TSCNSL501).
- Develops and maintains knowledge of the technical specialism by, for example, reading relevant literature, attending conferences and seminars, meeting and maintaining contact with others involved in the technical specialism and through taking an active part in appropriate professional and trade bodies (TSTECH501).
- Carries out specific assignments related to the technical specialism, either alone or as part of a team (TSTECH505).
- Takes responsibility for the definition, documentation and safe execution of small to medium-scale projects, (typically lasting 6-12 months, with direct business impact, team of 3-5 and firm deadlines), actively participating in all phases of the project. Identifies, assesses and manages risks to the success of the project (TSPRMG501).
- Takes responsibility for investigative work to determine business opportunities, and specify effective business processes. Specifies their implementation through improvements in information systems, data management, practices, organisation and equipment. Applies and monitors the use of required modelling and analysis tools, methods and standards in an intelligent and effective way (TSBUAN501).
- In a specified area of authority, works with business management to define and initiate systems development projects which support the organisation's objectives and strategic plans. Communicates information about planned projects as appropriate (TSDLMG501).
- Takes responsibility for the design, coding, testing and documentation of particularly large, complex or mission critical programs (TSPROG505 ).
- Specifies and designs large or complex systems, covering for example: objectives, scope, constraints (such as performance, resources etc.), hardware, network and software environments, main system functions and information flows, data load and implementation strategies, phasing of

development, requirements not met, and alternatives considered (TSDESN501).

- Leads the assessment and selection of suitable software packages to meet all or parts of specified requirements (TSDESN508).
- Takes responsibility for one or more installation projects, providing effective team leadership (TSHSIN501).
- Manages database resources, including allocation of system storage. Working with the capacity management function, plans for future storage requirements, and prepares cases for additional resources (TSDBAD505).
- Takes responsibility for significant aspects of the installing, upgrading, operation, control, maintenance and effective use of local and wide area networks for the communication of data, voice, text or images (TSNTOP501).
- Investigates and diagnoses complex network problems, working with users, other staff and suppliers as appropriate. Resolves such problems, co-operating with the capacity management function and Network control and operations, to maintain overall network performance (TSNTAS505).
- Assisted by user representatives, technical specialists and legal specialists, assesses tenders on the basis of the pre-defined evaluation criteria and in accordance with relevant procurement processes and tender evaluation models. Presents evaluation results and recommends suppliers to those responsible for authorising the procurements (TSPROC).
- Regularly monitors the incidence, status and speed of resolution of enquiries and problems; is proactive in devising improvements and recommending changes to systems, products or services. Evaluates potential solutions, and implements agreed field modifications or workarounds (TSUSUP505).
- Ensures that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise delays (TSASUP503).
- Monitors levels of service performance, ensures detailed metrics and records are kept and analysed, provides adequate, accurate and timely reports, to Customers and providers and initiates appropriate action to resolve issues involving other service management processes as necessary. Monitors the effectiveness of all service level management tools and processes in use. Recommends and justifies the purchase of new or upgraded tools and processes (TSSLMO505).

## 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:

Either hold a full relevant professional qualification or have significant experience in an ICT environment at a senior level.	
The ability to demonstrate a high degree of complex problem solving skills	
The ability to communicate complicated and contentious information with varied audiences in person and/or writing	
The ability to work within broad practice or guidelines using managerial discretion over a broad area of activity	

The ability to work under a very high degree of pressure, including meeting unpredictable deadlines and dealing with conflicting demands	
Experience of supervising and managing a small team	
Experience of monitoring and managing project budgets	
Experience of contributing to the development of ICT Policies and Procedures	
Excellent IT skills	
The ability to pull together plans/develop solutions through the introduction of new/original thinking	
The ability to persuade others to adopt a course of action which is not necessarily their preferred approach	

### Desirable Criteria

Assessed By:


## 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.
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### 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 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):	