Job Description

For Non-Streamlined 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:	Automation and AI Governance Officer	JEID	
Salary Grade:	Grade I		
Team:	ICT - Automation and AI Governance		
Service Area:	Enabling Service		
Primary Location:	Shire Hall, Warwick		
Political Restriction	This position is not politically restricted.		
Responsible to:	T4B Manager		
Responsible for:	-		

Role Purpose

To operate and deliver the Council's governance of the use of automation and AI-enabled solutions, including Microsoft Power Platform and CoPilot.

The postholder will be responsible for undertaking platform administration, operation, and governance activities, ensuring that automation and AI capabilities are configured, managed and operated in line with agreed standards, security requirements and approved governance frameworks. In addition, the role will include helping to shape related policies and processes.

The role works as an integral part of the ICT Operations function, exercising judgement within agreed parameters and escalating issues where required.

Role Responsibilities

The postholder will:

- Deliver operational responsibilities within the Council's governance of automation and AI, administering governance on Microsoft Power Platform capabilities including Power Apps, Power Automate and AI-enabled solutions such as Copilot Studio.
- Operate governance processes on a day-to-day basis, ensuring that onboarding, approvals, controls and documentation requirements are completed accurately and consistently.

- Deliver and administer the governance for Power Platform Admin Centre, including creating and managing environments, applying and maintaining data loss prevention (DLP) policies, and managing platform configuration in accordance with approved governance arrangements.
- Maintain authoritative records and inventories of automations, environments and AI-enabled assets, ensuring information is complete, current and suitable for audit and assurance purposes.
- Monitor usage, compliance indicators, adoption trends and licensing information using governance tooling, identifying issues or risks and escalating in line with agreed processes.
- Produce and maintain management information and reporting relating to usage, prioritisation, benefits, governance, compliance and adoption, supporting ICT assurance and decision-making.
- Support in providing expert advice and guidance to services and ICT colleagues on the effective and appropriate use of automation and AI capabilities.
- Support cyber security and information assurance activities where additional resource is required, including contributing to risk assessments, policy development, assurance reviews and compliance activity, appropriate to the level of the role.
- Identify and implement improvements to automation and AI governance processes, documentation and ways of working, within agreed authority, to improve efficiency, transparency and user experience.
- Review and continually improve platform configuration and governance arrangements in response to emerging risks, usage patterns and organisational needs.
- Proactively identify risks, inefficiencies or unsupported solutions and take appropriate action in line with governance frameworks.
- Contribute to the development and continuous improvement of council-wide policies, procedures and controls relating to digital automation and AI adoption.
- Investigate and resolve complex or unfamiliar platform behaviours, escalating where appropriate.
- Undertake any other duties commensurate with the responsibilities of the post.

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:
A relevant degree, qualification (e.g. NVQ Level 3–4) or at least 2 years practical experience in an ICT environment.	A, I
The ability to independently interpret and analyse varied technical or operational information or situations to identify and produce appropriate solutions.	A, I
Strong communication skills, with the ability to explain technical matters clearly to non-technical users.	A, I
Experience of identifying problems, issues, and areas for improvement using structured problem-solving approaches.	A, I

Ability to manage and prioritise own workload to meet deadlines while handling competing demands.	A, I
The ability and experience to contribute to ICT policies, standards, and procedures, including security and data protection requirements.	A, I
Strong general IT skills and a willingness to maintain and develop professional knowledge.	A, I
Good working knowledge of ICT systems, applications, or infrastructure relevant to the role.	A, I

Desirable Criteria

	Assessed By:
Experience of administering or operating an automation and AI governance function , design authority or similar function in a complex organisation.	A, I
Knowledge of governance, risk and compliance principles relating to digital platforms, automation and AI-enabled solutions.	A, I
Experience of independently investigating, configuring or improving digital platforms or tooling, applying judgement to identify and mitigate risks.	A, I
Experience of working with or alongside Cyber Security or Information Governance functions to meet compliance or assurance requirements.	A, I
An understanding of public sector or local authority operating environments and a willingness towards developing this further.	A, I
Evidence of a proactive approach to learning new technologies, platforms or tools, including self-directed learning and application of learning.	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.	
☐ Provision of personal care on a regular basis	☐ Driving HGV or LGV for work

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