



JOB DESCRIPTION & PERSON SPECIFICATION

Group:	CHIEF EXECUTIVE
Division:	FINANCE & DIGITAL SERVICES
Section:	ICT & DIGITAL SERVICES
Sub Section:	DIGITAL IMPROVEMENT OFFICE
Post Title:	DIGITAL GRADUATE OFFICER
Vision Post Number:	TBC
Grade:	GRADE 8
Responsible to:	TBC
Posts Reporting to this Post:	N/A
Team:	DIGITAL IMPROVEMENT OFFICE
DBS Required Level:	N/A
Location:	RHONDDA FACH LEISURE CENTRE
Date of Description:	FEBRUARY 2020

KEY OBJECTIVES

To support and deliver the Council's Digital Transformation Strategy by researching best practice in the field of ICT whilst supporting, and driving the implementation of new and innovative ways of working across the organisation that deliver tangible business improvements for the organisation where technology is the key enabler

The role in particular will engage with our community to improve digital skills and awareness (Digital Inclusion) and support our own employees skill set to embrace digital ways of working and providing services.



SPECIFIC RESPONSIBILITY

- 1. To assist in the implementation and management of digital service improvements across the Council, as stated in the Council's Digital Strategy.**
- 2. To provide and deliver innovative ways of using technology to improve Council services both internally and directly to benefit the customer that will help deliver the Council's Digital Agenda.**
- 3. Support community engagement on behalf of the Council to understand how digital can improve service provision, working with key service departments or with organisation partners to help plug any digital skills 'gaps' that may exist.**
- 4. Support the delivery of the Council's Adoption & Change programme to ensure our workforce have the adequate skills, knowledge and appetite to embrace and utilise new digital ways of working and to provide services.**
- 5. Support with the production e-learning or other learning media to support staff learning and adoption of technologies**
- 6. Have the ability to transform business challenges into digital improvement opportunities to provide more efficient and effective ways of working**
- 7. Help support the project management of ICT & Digital Improvement projects, and providing invest to save business case to support technical solutions.**
- 8. Where appropriate lead, support and delivery on digital change projects.**
- 9. Implement technology to enable better communication and collaboration for our employees, partners and customers (e.g. Video Conferencing, Social Media, and Apps).**
- 10. Engage with our workforce to understand their current business processes and how we can help improve these through innovative digital solutions.**
- 11. Support the service communication, information and e-learning resources that will help user adopt digital opportunities**
- 12. To research technical ICT 'best practise' and evidence new and innovative ways of working through the use of technology to help improve our current services and underlying infrastructure.**



- 13. To provide technical 'trouble-shooting' that will aid with the development and improvement in ICT enabling services.**
- 14. Create effective relationships with stakeholders across the organisation and technology partners to improve service provision where IT is the enabler.**
- 15. Ensure that all activities comply with current legislation and Council Policy.**
- 16. Any other duties and responsibilities appropriate to the post holders remit within the graduate scheme.**
- 17. To carry out health and safety responsibilities in accordance with the Division's Health & Safety Responsibilities document.**

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To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

Protecting Children and Vulnerable Adults is a core responsibility of all staff. All safeguarding concerns should be reported to the Cwm Taf Multi-Agency Safeguarding Hub (MASH).



PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications and Experience** sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

ATTRIBUTE	ESSENTIAL	DESIRABLE
KNOWLEDGE/ EDUCATION	<p>Welsh Language Level 1 - All employees will be required to undertake a basic Welsh Language Induction to reach this level. Please refer to The Welsh Language Skills Guidance online www.rctcbc.gov.uk/WelshSkills</p> <p>A degree at 2:2 level (minimum) in an appropriate IT qualification.</p> <p>Examples include:</p> <ul style="list-style-type: none"> • BSc (Hons) Computer Science • BSc (Hons) Computer Applications Development • BSc (Hons) Computing • BSc (Hons) Information Communication Technology 	<p>Welsh Language Level 2 to Level 5. For details on the levels please refer to The Welsh Language Skills Guidelines, which can be found in the Welsh Services section of the RCT Council Website.</p> <p>An understanding of project management methodology</p> <p>An understanding of ICT infrastructure and its implementation / support</p>
EXPERIENCE		<p>Experience of project based research.</p> <p>Experience of working in public sector</p> <p>Ability to translate IT or Digital improvement to business improvements.</p>
COMPETENCIES	Tech. Specialist and Prof. Competency Framework	
WORKING IN PARTNERSHIPS AND TEAMS	<p>Building lasting, positive & supportive relationships with a wide variety of people.</p> <p>Is proactive and positive about giving support, advice, guidance and sharing best practice with colleagues</p>	



PROFESSIONAL EXPERTISE AND DEVELOPMENT	<p>Analyses and evaluates information and data accurately</p> <p>Is positive about continuous professional development (CPD) and seeks opportunities to improve own knowledge</p>
ACHIEVING RESULTS	<p>Takes pride in delivering high quality work for the benefit of Service Users. Meets or exceeds targets</p> <p>Is proactive and flexible to changing demands and knows when to compromise</p>
CREATING AND RESPONDING TO CHANGE	<p>Engage with new ideas and looks for ways to make them work</p> <p>Contributes ideas to better manage systems, processes or practices</p>
SPECIAL CONDITIONS AND PROFESSIONAL REQUIREMENTS	<p>Ability to travel throughout the County Borough to meet the requirements of the post.</p>