

Kent County Council

Job Description: *Systems and Data Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Innovation and Business Intelligence
Grade:	KSH
Responsible to:	Systems & Data Manager

Purpose of the Job:

To deliver digital innovation and intelligence-led transformation across Growth and Communities by leading the development and optimisation of technology solutions for business processes including data analytics and visualisation.

Manage IT procurement activity, managing partnerships with suppliers and partners to deliver secure and future-ready systems that drive service excellence.

Main duties and responsibilities:

- Lead on delivery of a wide range of upgrades and developments to applications, systems and work processes using recognised change/project management methodology. Facilitate discovery and requirements gathering. Manage the procurement and commissioning processes.
- Identify process inefficiencies and inadequate data management, analyse the underlying causes of issues and establish effective solutions along with required actions.
- Using specialist professional knowledge, develop and facilitate greater use of Microsoft's 365 applications and integrations with Microsoft Copilot and Microsoft Power Platform.
- Improve data analysis for services to help identify trends and patterns, supporting more effective business operations and compliance with regulatory requirements.
- Plan, deliver and monitor bespoke training for both technical and support staff across a range of services to ensure the most effective use of corporate and group applications and systems.
- Lead projects and application user groups for services to steer development and efficiency improvement work. Liaise with all necessary staff to understand and respond to changes in legislation and service demands.
- Supervise Technical Support Officer(s) and other staff as required in order to organise and deliver application support and development.
- Support the Systems and Data Manager to monitor and forecast expenditure to ensure effective use of resources in accordance with KCC financial regulations.

Footnote: This job description is provided to assist the job holder to know what their main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

Kent County Council

Person Specification: *Systems and Data Officer*

The following outlines the criteria for this post. Applicants who have a disability and who meet the criteria will be shortlisted.

Applicants should describe in their application how they meet these criteria.

	CRITERIA
QUALIFICATIONS	• Level 4-5 Diploma (or equivalent) in a relevant subject (e.g. Computing and IT). • Full professional qualification in project management or change management. (e.g. APM, Prince 2, Agile) • Significant relevant IT training or can demonstrate equivalent level of skill. (e.g. using Microsoft 365 applications, Copilot and Power Platform)
EXPERIENCE	• Significant experience of managing and developing IT systems. • Proficient in Microsoft 365 applications, with experience developing and enhancing solutions using Microsoft's Power Platform. Skilled in implementing process automation and integrating Copilot AI, as well as utilising Power BI for data analysis and visualisation. • Proven experience of consulting internal and external customers and applying learning to service improvement using change/project management methodology. • Proven experience of training and motivating people as part of a project team. • Proven experience of process mapping complex workflows and implementing improvements and efficiencies.
SKILLS AND ABILITIES	• Excellent project management skills. • Advanced abilities using and enhancing Microsoft 365 applications with Power Platform and Copilot integrations. • Able to take complex technical decisions and prioritise effectively in order to meet deadlines and work effectively with only minimal supervision. • Able to network and communicate effectively with a range of stakeholders (technical and non-technical) to identify and shape opportunities for innovation. • Able to deliver industry leading continuous improvement and transformation activity. • Able to quickly learn new IT systems to expert level. • Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking. • Ability to present information clearly and provide training to groups of staff on new work processes and IT systems. • Able to travel across Kent to different locations in a timely and flexible manner at various time of the day.
KNOWLEDGE	• Specialist knowledge of Microsoft 365 applications and Microsoft Power Platform. • Knowledge and expertise in applying AI and automation to business processes and analysis. Specific experience and knowledge with Microsoft Copilot.

	Knowledge of the Data Protection Act, UK General Data Protection Regulation as well as Data Protection Impact Assessments and Equality Impact Assessments.
KENT VALUES AND CULTURAL ATTRIBUTES	Kent Values: - We are brave. We do the right thing, we accept and offer challenge - We are curious to innovate and improve - We are compassionate, understanding and respectful to all - We are strong together by sharing knowledge - We are all responsible for the difference we make Our values enable us to build a culture that is: Flexible/agile - willing to take (calculated) risks and want people that are flexible and agile Curious - constantly learning and evolving Compassionate and Inclusive - compassionate, understanding and respectful to all Working Together - building and delivering for the best interests of Kent Empowering - Our people take accountability for their decisions and actions Externally Focused - Residents, families and communities at the heart of decision making