

Kent County Council

Job Description: *Systems and Data Officer*

Directorate:	Growth, Environment and Transport
Unit/Section:	Public Protection
Location:	Invicta House, Maidstone
Grade:	KR10
Responsible to:	Systems & Data Manager

Purpose of the Job:

To provide technology and systems development, data analysis and visualisation capability for all Public Protection¹ services.

To lead on all IT procurements, working with external suppliers and partners as necessary.

Main duties and responsibilities:

1. Lead on delivery of a wide range of upgrades and developments to Public Protection applications, systems and work processes using recognised change/project management methodology. Facilitate requirements gathering and manage procurement and commissioning processes.
2. Using specialist professional knowledge, develop and facilitate greater use of Microsoft 365 applications and Microsoft Power Platform in all Public Protection services.
3. Advise on the day-to-day running of business applications across Public Protection. Work closely with users and managers to troubleshoot problems and ensure solutions are implemented.
4. Facilitate complex data manipulation and reporting to fulfil critical business functions and regulatory compliances. (e.g. annual returns, FOI enquiries)
5. Promote the importance of accurate and consistent data collection and input by all application users, analysing the root cause of any problems, identifying the most effective solution to the problem and delivering required actions.

6. Plan, deliver and monitor bespoke training for both technical and support staff across Public Protection to ensure the most effective use of corporate and group applications and systems.
Lead Public Protection application user groups (e.g. for Civica) to steer development/efficiency improvement work. Liaise with all necessary staff to understand and respond to changes in legislation and service demands.
7. Supervise Technical Support Officer(s) and other staff as required in order to organise and deliver application support and development.
8. 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 his/her main duties are. It may be amended from time to time without change to the level of responsibility appropriate to the grade of post.

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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	<p>Level 4-5 Diploma (or equivalent) in a relevant subject (eg, Computing and IT).</p> <p>Full professional qualification in project management or change management. (e.g. APM, Prince 2, Agile)</p> <p>Significant relevant IT training or can demonstrate equivalent level of skill. (eg, in Microsoft 365 applications)</p>
EXPERIENCE	<p>Significant experience of managing and developing IT systems.</p> <p>Experience of using GIS software (ArcGIS) and Microsoft Power Bi for data analysis and visualisation.</p> <p>Proven experience of consulting internal and external customers and applying learning to service improvement using change/project management methodology.</p> <p>Proven experience of managing and motivating people as part of a project team.</p> <p>Proven experience of process mapping complex workflows and implementing improvements and efficiencies.</p>
SKILLS AND ABILITIES	<p>Excellent project management skills.</p> <p>Able to work with large datasets using spatial and nonspatial data management skills.</p> <p>Able to take complex technical decisions and prioritise effectively in order to meet deadlines and work effectively with only minimal supervision.</p>

	<p>Able to network and communicate effectively with a range of stakeholders (technical and non-technical) and identify opportunities for new projects and services.</p> <p>Able to innovate and deliver industry leading continuous improvement and transformation activity.</p> <p>Able to quickly learn new IT systems to expert level.</p> <p>Strong team-working skills and willing to support colleagues and contribute to collective problem solving and creative thinking.</p> <p>Able to travel across a wide geographical area in a timely and flexible manner at various time of the day.</p>
KNOWLEDGE	<p>Specialist knowledge of Microsoft 365 applications and Microsoft Power Platform.</p> <p>Specialist knowledge of the opportunities offered by GIS and IT in the management and development of regulatory services.</p> <p>Knowledge of the Data Protection Act.</p>
BEHAVIOURS AND KENT VALUES	<p>Kent Values:</p> <p>We are brave. We do the right thing; we accept and offer challenge.</p> <p>We are curious to innovate and improve.</p> <p>We are compassionate, understanding and respectful to all.</p> <p>We are strong together by sharing knowledge.</p> <p>We are all responsible for the difference we make.</p>