

## Northumberland County Council

**JOB DESCRIPTION**

<b>Post Title:</b>	Team Leader ICT Practitioner SFIA Level 5b	<b>Director/Service/Sector</b> Transformation/ Information Services		<b>Office Use</b>
<b>Band:</b>		<b>Workplace:</b> County Hall		<b>JE ref: 2164</b>
<b>Responsible to:</b>	Departmental Manager as appropriate	<b>Date:</b> January 2011 Amended Aug 2011	<b>Manager Level</b>	<b>HRMS ref:</b>
<b>Job Purpose:</b> 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 organisation and proposes viable solutions, within the scope of own expertise, taking into account the needs of those affected. Will be responsible for the delivery and development of all ICT solutions to customers. It is a varied post and may require taking responsibility for strategy development, system development, system implementation, training and any ICT services in relation to your customer's needs.				
<b>Resources</b>	Staff	Manages the duties and work of team & project members and the allocation of resources.		
	Finance	Project management budget. Substantial.		
	Physical	Maintain and operate key corporate information systems, ensuring careful use of allocated tools and equipment.		
	Clients	Interacts with and may influence immediate colleagues. May have some external contact with customers and suppliers. May have more influence in own domain.		
<b>Duties and key result areas:</b>				
<div>1. Develops and maintains an in-depth and current knowledge of the technical specialisms 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.</div> <div>2. 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 risk to the success of the project.</div> <div>3. The ability to frequently learn, use, develop, improve, evaluate and support new and unfamiliar software to a high standard within tight deadlines. Responsible for the design, coding, testing and documentation of particularly large, complex or mission critical programs.</div> <div>4. Has the skills to analyse and interpret very varied and highly complex information. Advises on the available standards, methods, tools and applications relevant to own specialism and make correct choices from alternatives. Author, apply and maintain departmental standards ensuring that they are in line with industry best practice.</div> <div>5. Plan, design, produce and evaluate solutions using the required modelling and analysis tools, methods and standards in an intelligent and effective way whilst aiming to achieve efficiency and cost savings and meet quality targets for the authority.</div> <div>6. Use knowledge of technical specialism to provide solutions and support to customers, liaising with suppliers and partners where necessary. Ensure effective joint working and planning with all relevant external agencies, so as to maximise the Council's role, function and influence in relation to aspects of the service provision.</div> <div>7. Carries out specific assignments related to the technical specialism, either alone or as part of a team. Ensure that work conforms to all relevant legislation and adheres to policies of the authority.</div> <div>8. Work without supervision in achieving set goals.</div> <div>9. Deputises for their Manager in times of absence.</div> <div>10. Lead and direct subordinates within your team through an effective approach to performance management that ensures team, service and Group objectives are met with regard to Corporate and Business Strategies</div> <div>11. Manage the induction, appraisal, training, development and performance of a team of staff, delegating work appropriately. Manage sickness levels effectively. Determine the most effective utilisation and deployment of resources (Human, Physical and Financial) to achieve the objectives set by senior management.</div>				

12. Be flexible in the active provision of clear advice, guidance, encouragement, support and motivation to colleagues; acting as a coach and mentor as necessary.
13. The ability to effectively learn and understand other departmental procedures and policies to enable effective design and development of systems. Provide advice for changes and improvements that are required to enable compliance with those procedures and policies.
14. 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.
15. Functioning as a point of technical and/or business reference. Acting as a consultant to information services' staff and existing or prospective clients. Actively promote the role of the service and Council in relation to its service activities and policies at local, regional and national level as appropriate. Represent the service in a professional and business-like manner.
16. In a specified area of authority, works with business management to define and initiate systems development projects which support the organisations objectives and strategic plans. Communicates information about planned projects as appropriate.
17. Liaise with the business to determine their short, medium and long term training and learning needs. Provide tailored solutions to meet their needs.
18. Develop learning materials using a variety of available tools to suit all learning styles and ensure learning is accessible. Deliver a comprehensive training programme for staff and Elected Members. Ensure all learning underpins the policies, practices and procedures of this transforming organisation in line with the Organisational Development Strategy.
19. Produce reports, documents and presentations for customers and committees.
20. Other duties appropriate to the nature, level and grade of the post.

Transport requirements:	Travel to other work sites, area offices or training venues throughout the County and occasionally further a-field.
Working patterns:	Normal office hours but flexi-hours may apply, if colleagues provide cover. Some standby or call out arrangements may apply.
Working conditions:	Minimal exposure to working outdoors.

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**PERSON SPECIFICATION**

<b>Post Title</b> Team Leader ICT Practitioner SFIA Level 5b	<b>Director/Service/Sector:</b> Transformation/ Information Services	Ref: 2164
<b>Essential</b>	<b>Desirable</b>	<b>Assess by</b>
<b>Qualifications and Knowledge</b>		
A technical degree or similar qualification, or evidence of competency in IT. Actively undertaking ongoing continuous professional and personal development.	Prince2 practitioner level	
<b>Experience</b>		
Competence in using Microsoft Office, Oracle applications, word processing, spreadsheets and database systems. An active desire to provide effective customer centred services. Able to work under broad direction. Is fully accountable for own technical work and/or project/supervisory responsibilities. Receives assignments in the form of objectives. Establishes own milestones and team objectives and delegates responsibilities. Work is often self-initiated. Influences organisation, customers, suppliers and peers within industry on the contribution of own specialism. Has significant responsibility for the work of others and for the allocation of resources. Makes decisions which impact on the success of assigned projects i.e. results, deadlines and budget. Develops business relationships with customers. It is essential that you have significant proven experience within an application development and support role. Evidence of successful implementation of several systems is essential.	Ability to assist other IT staff in understanding software development issues  Perform continuous appraisal of implemented software  Keep in touch with latest developments in Architecture software	
<b>Skills and competencies</b>		
Very effective IT skills and ability to understand and develop the use of ICT to achieve work objectives. Numeratorate and able to analyse business related statistics. Ability to work methodically and systematically. Adopts a collaborative approach to work. Absorbs technical information, when it is presented systematically and applies it effectively. Performs a challenging range and variety of complex technical or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of contexts, Understands the relationship between own specialism and wider customer/organisational requirements. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives. Selects appropriately from applicable standards, methods, tools and applications. Demonstrates an analytical and systematic approach to problem-solving. Communicates effectively, formally and informally, with colleagues, subordinates and customers. Demonstrates leadership. Facilitates collaboration between stakeholders who have diverse objectives. Understands the relevance of own area of responsibility/specialism to the employing organisation. Takes customer requirements into account when making proposals. Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client. Analyses requirements and advises on scope and options for operational improvement.		

<p>Demonstrates creativity and innovation in applying solutions for the benefit of the customer.</p> <p>The duties of the post are wide ranging and it is essential that you have a very high level of technical ability (e.g. programming excellence, etc) <b>and/or</b> the skills of a senior systems analyst (e.g. large scale systems analysis and design).</p> <p>Strong interpersonal skills, verbal and written communication skills are essential, as is the ability to produce written reports, documentations and proposals.</p> <p>The ability and enthusiasm to learn new skills to a high level at short notice is essential. It is essential that a strong commitment is demonstrated to accepting responsibility, relishing challenge and should be committed to being a strong motivator within the section.</p>		
<b>Physical, mental and emotional demands</b>		
<p>Generally works from a seated position with regular need to walk, bend or carry items.</p> <p>Need to maintain general awareness, with lengthy periods of enhanced concentration.</p> <p>Works under general supervision. Uses discretion in identifying and resolving complex problems and assignments.</p> <p>Exercises substantial personal responsibility and autonomy.</p> <p>Plans own work to meet given objectives and processes.</p> <p>There will be many occasions of conflicting demands and interruptions where prolonged periods of concentration must be maintained.</p> <p>Deals with difficult and challenging situations</p>		
<b>Motivation</b>		
<p>Dependable, reliable, a good timekeeper and effective guide/mentor to subordinate staff.</p> <p>Demonstrates and encourages high standards of honesty, integrity, openness and respect for others.</p> <p>Helps to create and encourages a positive work culture, in which diverse, individual contributions and perspectives are valued.</p> <p>Facilitates collaboration between stakeholders who share common objectives.</p> <p>Plans, schedules and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.</p> <p>Rapidly absorbs new technical information and applies it effectively.</p> <p>Proactive and achievement orientated</p> <p>Able to work with minimum supervision.</p> <p>Understand and uses appropriate methods, tools and applications.</p> <p>Demonstrates an analytical and systematic approach to problem solving.</p> <p>Takes initiative to keep skills up to date.</p> <p>Mentors more junior colleagues.</p> <p>Maintains an awareness of developments in the industry.</p> <p>Demonstrates effective communication skills.</p> <p>Contributes fully to the work of teams.</p> <p>Plans, schedules and monitors own work (and that of others, where applicable), competently within limited deadlines and according to relevant legislation and procedures.</p> <p>Absorbs and applies technical information.</p> <p>Works to required standards.</p> <p>Understands and uses appropriate methods, tools and applications.</p> <p>Appreciates the wider form of information systems and how own role relates to other roles and to the business of the employer or client.</p>		

<b>Other</b>		
Able to work outside of normal office hours including weekends, evenings and some early mornings.		
Key to assessment methods; (a) application form, (i) interview, (r) references, (t) ability tests (q) personality questionnaire (g) assessed group work, (p) presentation, (o) others e.g. case studies/visit		