

Role Profile

Job Title:	Specialist Technical Support Officer (Digital)
Location:	Colindale
Department:	Planning & Building Control
Directorate:	Growth
Grade:	G £36,585 £40,182
Type of Working:	Hybrid Working
Reports to:	Manager

1. Job Purpose:

- Work with business groups across the Service to meet demands and match these to appropriate IT solutions, whilst identifying common requirements, avoiding duplication, and maintaining cost effectiveness.
- To positively contribute to Planning & Building Control Service in accordance with the aims, objectives, and priorities of the Council to agreed quality, performance standards and in a cost-effective manner.
- This specialist role is to provide high quality technical support in the delivery of services using expertise knowledge within the field of specialism.

2. Key accountabilities:

- To be familiar with changes in legislation, national policy and other guidance relevant to area of work.
 - Deal effectively with complex matters from any source including correspondence, complaints, complex telephone calls or digital output.
 - To display the following levels of competency:
 - Be able to complete moderately complex tasks and cases for one service area.
 - Be able to complete less straightforward rules-based tasks for at least two areas of the service.
- OR
- Be able to complete moderately complex cases and tasks for one area of the service where significant expertise knowledge and skills are required
- AND
- Approved to train other Technical Support Officers to complete moderately complex cases and tasks for an area of the service where significant expertise knowledge and skills are required.
- Take ownership of, and continue to develop the Planning and Building Control Digital Design Process. Be the lead on various stages of that process including the User Story Workshop, Metrics Workshop and User Testing.

- Drive digital cultural change to encourage all Officers to be digital practitioners with an understanding that their good data can bring about digital transformation. Each time you take a team through the digital design process encourage them to embed user centred and data-oriented practices that will enhance our digital maturity.

3. Financial Responsibilities:

4. Health and Safety Responsibilities (choose one option):

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / Learning to Improve / Inclusive / Collaboration

6. Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Reports to:	Manager

Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Education to GCSE, O Level or equivalent experience	Essential	Application
A degree qualification in a relevant discipline or equivalent relevant experience.	Essential	Application
Experience & Knowledge		
Desirable		
Knowledge and experience of working with spatial data and GIS systems. Proficient in the use of desktop GIS tools such as QGIS.	Essential/Desirable	Application/Interview
Able to define datasets, data quality standards and describe in metadata.	Essential/Desirable	Application/Interview
	Essential/Desirable	Application/Interview
	Essential/Desirable	Application/Interview
Skill & Ability		
Able to support your peers and mentor more junior staff to ensure team targets are met and knowledge and expertise is shared in the interest of personal development.	Essential	Application/Interview
Demonstrates creativity and innovation in applying digital solutions for the benefit of the customer/stakeholder.	Essential	Application/Interview

Performs an extensive range and variety of complex technical and/or professional work activities. Undertakes work which requires the application of fundamental principles in a wide and often unpredictable range of digital contexts.	Essential	Application
Understands the relationship between own specialism and wider customer/organisational requirements.	Essential	Interview
Able to integrate and work successfully as part of a team, as well as manage own workload effectively and efficiently.	Essential	Application
Influences organisation, customers, suppliers, partners and peers on the contribution of own specialism. Builds appropriate and effective business relationships. Makes decisions which impact the success of assigned projects i.e. results, deadlines and budget	Essential	Application/Interview
Positive approach to change, implementing new initiatives/procedures and addressing any resistance encountered	Essential	Interview
Excellent verbal and written communication skills	Essential	Application/Interview
Works under broad direction. Work is often self-initiated. Is fully accountable for meeting allocated technical and/or project/supervisory objectives	Essential	Application/Interview
Good organisational skills, able to prioritise effectively	Essential	Application/Interview
Good negotiation skills	Essential	Application
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Application
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Application
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Application
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Application
Agile- I am fully empowered to act within the scope of my role	Essential	Interview

Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Application
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Application
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Application
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Application