

Job Description

Job Title: Senior BSMI Officer	Department: Change and Insight
Directorate: People, Policy and Performance	Job Number: JE Reference: P03 – 6438 JE Reference: P04 - 6437
Grade: PO3/P04	Date last updated: June 2022

People at the heart of everything we do

We are committed to putting people – Newham residents and Council staff – at the heart of all we do. Our approach is a collaborative joint enterprise between residents, the Mayor, Members, Council staff and the Corporate Management Team.

Equality and Diversity

We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Protecting our Staff and Services

Adherence to Health and Safety requirements and proper risk management is required from all employees in so far as is relevant to their role. All employees are expected to understand and promote good Health and Safety practices and manage risks appropriately.

Corporate parent

Every member of staff working for Newham Council should understand and fulfil our corporate parenting responsibilities for our looked after children that we have under the Children and Social Work Act 2017.

Overall purpose of job

The council understands the importance of technology for improving services and reducing costs. This can only be achieved if BSMI staff understand their service specifically. Technical skills are critical, but equally important is the ability to apply that technical discipline to their own environment, listening to service managers, and working collaboratively to support and improve the service. That spirit informs every element of this job description.

Senior BSMI officers can expect to work across the BSMI specialisms of product management, product development and business intelligence according to their skills and the needs of the service. This means they may have specialist expertise in one, or general competence across all.

Product Management

These roles are be focused on working on the service desk to support users in swiftly and effectively resolving incidents, responding to service requests and identifying problems, all the time within the context of LBN IT policies and procedures, particularly security.

They will also be involved in supporting the testing and implementation of minor changes and upgrades.
And finally, officers will be providing training to users of the applications they are responsible for.

Product Development

These roles are focused on identifying, testing and implementing application changes either to deliver business improvements, new releases or new systems, all the time within the context of LBN IT policies and procedures, particularly security.

Business Intelligence

These roles are about providing information and data to the service to manage performance, in the form of system reports, ad hoc interrogation and data visualisation, all the time within the context of LBN IT policies and procedures, particularly security.

Job Context

1. The post holder reports to the Lead for Product Management, Product Development or Business Intelligence as determined by the needs of the service and the skills of the post-holder, but could be asked to work in any of these areas if necessary.
2. The post holder will be expected work within the policies and procedures set by LBN, where appropriate, e.g. security, change management.
3. The post holder may be required to work some evenings, weekends and occasional public holidays in order to meet service requirements.

Key Tasks and Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the post holder. This is not an exhaustive list of all tasks that may fall to the post holder and employees will be expected to carry out such other reasonable duties which may be required from time to time.

Key Tasks and Accountabilities at PO3

1. Act as the routine contact point, receiving and handling incidents and service requests for support for all the supported systems.
2. Create new service request processes, testing them out, creating appropriate documentation and releasing them with appropriate change management documentation.
3. Develop, document and implement changes based on normal requests for change.
4. Communicate information security risks and issues to business managers and others.
5. Deliver learning activities for the key applications in the application architecture.
6. Design, create, develop, customise and maintain learning materials and resources to deliver agreed outcomes.
7. Act as the routine contact point between the organisation and suppliers.
8. Supports resolution of supplier related incidents, problems, or unsatisfactory performance.
9. Collect and report on supplier performance data.
10. Work alone or with a small team actively participating in all phases of the project. Apply appropriate project management methods and tools.
11. Identify, assess and manage risks effectively.

12. Track activities against the project schedule, managing stakeholder involvement as appropriate.
13. Monitor costs, times, quality and resources used, taking action where these exceed agreed tolerances.
14. Plan own user research activities. Facilitates input from users and stakeholders.
15. Collect and analyse user research data. Support synthesis of research and the creation of insights, reports and presentations.
16. Apply standard techniques and tools for developing user stories and eliciting user experience requirements.
17. Organise and structures user experience analysis.
18. Model current and desired scenarios, selecting appropriate techniques.
19. Gain agreement from subject matter experts on models produced, resolving issues identified.
20. Apply standard techniques and tools for designing user interactions with the available business applications.
21. Review design goals and agreed security, usability and accessibility requirements. Create storyboards, static wireframes and dynamic or workable prototypes as appropriate.
22. Assist, as part of a team, with overall user experience design.
23. Define and manage scoping, requirements definition and prioritisation activities for small-scale changes and assists with more complex change initiatives.
24. Follow agreed standards, applying appropriate techniques to elicit and document detailed requirements.
25. Prioritise requirements and document traceability to source.
26. Investigate, manage and apply authorised requests for changes to base-lined requirements, in line with change management policy.
27. Check systems, products and applications for adherence to applicable standards, guidelines, style guides, and legislation.
28. Test the usability and accessibility of components and alternative designs. Administer a range of evaluations, recording data and feedback.
29. Analyse evaluation data and recommend actions.
30. Interpret and presents results of evaluations, prioritise issues and report on remedial actions.
31. Ensure that complex system generated reports, whether general management reports, key performance indicators or statutory returns are produced in a timely manner and that the data within them is accurate.
32. Design, code, verify, test, document, amend and refactor moderately complex programs/scripts, using (SQL, R, Python) Apply agreed standards and tools, to achieve a well-engineered result. Collaborates in reviews of work with others as appropriate.
33. Undertake analytical activities and deliver analysis outputs, in accordance with customer needs and conforming to agreed standards.
34. Select, acquire and integrate data for analysis. Develop data hypotheses and methods, train and evaluate analytics models, share insights and findings and continue to iterate with additional data.
35. Establish the purpose and parameters of the data visualisation.
36. Format and communicate results, using textual, numeric, graphical and other visualisation methods appropriate to the target audience.
37. Advise on appropriate use of data visualisation for different purposes and contexts to enable requirements to be satisfied.
38. Develop plans showing how the identified user needs will be met.
39. Apply a variety of visualisation techniques and designs the content and appearance of data visuals.
40. Operationalise and automate activities for efficient and timely production of data visuals, e.g. PowerBI dashboards.
41. Select appropriate visualisation approach from a range of applicable options (Excel, SSRS, PowerBI)
42. Assess the integrity of data exposed by any of the above processes, working with services

- and BSMI colleagues to improve data quality in line with corporate policy and procedures.
43. Create acceptance criteria related to requirements, features and user stories.
 44. Apply change control procedures.
 45. Apply tools, techniques and processes to manage and report on change requests.
 46. To participate in the Councils emergency arrangements at the appropriate level.

Key Specific Tasks and Accountabilities including the above and below at PO4 level

47. Respond to security breaches in line with security policy and records the incidents and action taken
48. Lead and negotiate contract changes and renewals in line with line with corporate standards and in collaboration with legal colleagues.
49. Lead, define and implement documents and execute small projects or sub-projects.
50. Lead and agree project approach with stakeholders and prepare realistic project plans (including scope, schedule, quality, risk and communication plans).
51. Work with stakeholders to prioritise requirements and ensure a solution based outcome to resolve conflicts.
52. Ensure robust constructive challenge as and when required.
53. Validate that security, usability and accessibility requirements have been met.
54. Lead and specify and develop acceptance test cases, scenarios and test scripts to test that systems, products or services deliver the planned business benefits, following agreed standards
55. Analyse and report on test activities, results, issues and risks.
56. Develop, document and implement changes based on normal and emergency requests for change.
57. Ensure that system generated reports, key performance indicators, statutory returns and dashboards are produced in line with service needs and priorities

EQUALITY AND DIVERSITY

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PROTECTING OUR STAFF AND SERVICES

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Person Specification

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IMPORTANT INFORMATION FOR APPLICANTS

The criteria listed in this Person Specification are all essential to the job. Where the Method of Assessment is stated to be the Application Form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, or if we do not consider that you meet them, you will not be shortlisted. Please give specific examples wherever possible.

Candidates have the proven ability to carry out tasks in one or more of the functional areas, i.e. they may have broad expertise across the functions and application architecture, or be expert in one of them.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY We are committed to and champion equality and diversity in all aspects of employment with the London Borough of Newham. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.	
QUALIFICATIONS: Degree or equivalent work related attainment or experience. Evidence of professional development through attainment of recognised accreditation, in particular Prince2, Agile, ITIL V4. (please provide certificate numbers)	Application Form Application form/relevant registers

<p>KNOWLEDGE</p> <p>All</p> <ul style="list-style-type: none"> • Knowledge of professional frameworks used to manage technology, in particular Prince2, Agile and ITIL V4. • Knowledge and understanding of current developments and legislation and statutory requirements affecting the relevant service area*. • Knowledge of the applications in use in the relevant service areas, .e.g Azeus, Uniform, Northgate Housing or similar applications. <p>Product Management</p> <ul style="list-style-type: none"> • Understanding of the security environment within which the council works. • Knowledge of training approaches and appropriate techniques for different audiences and skill focus. <p>Product Development</p> <ul style="list-style-type: none"> • Knowledge of user research, experience and evaluation techniques. • Knowledge of business analysis and modelling techniques. • Knowledge of requirements definition and management. <p>Business Intelligence</p> <ul style="list-style-type: none"> • Knowledge of data extraction, organisation and visualisation techniques (Excel, SSRS, R/Python) • Knowledge of data management issues in relevant service area. 	<p>Test</p>
<p>EXPERIENCE:</p> <p>Product Management</p> <ul style="list-style-type: none"> • Experience of working in a service desk environment. • Experience of handling, resolving and documenting incidents and service requests. • Experience of exploring, resolving and documenting problems. • Experience of user training. <p>Product Development</p> <ul style="list-style-type: none"> • Experience of managing business systems improvement projects from business case through to benefits realisation. 	<p>Application Form & Interview unless otherwise stated.</p>

<ul style="list-style-type: none"> • Experience of improving the use of business applications through the lifecycle from user research to release in the relevant service area to meet service needs and priorities. <p>Business intelligence</p> <ul style="list-style-type: none"> • In depth experience of delivering application reporting in the relevant service area*. • In depth experience of ad hoc reporting using SSRS out of the relevant applications. • Experience of data organisation using Python/R. • Experience of data visualisation using Power BI and Excel. • Experience of data management in relevant or similar service area. <p>All</p> <ul style="list-style-type: none"> • Experience of testing new products to meet user requirements and expectations. • Experience of implementing safe and effective change control. <p>Experience of working with services to identify where technology can improve delivery, implementing those changes and realising the benefits.</p> <p>Experience of managing relationships within an organisation in a collaborative and positive way.</p> <p>Experience of working with individuals to influence and persuade.</p> <p>Experience of delivering against set objectives and achieving targets.</p>	
<p>SKILLS AND ABILITIES:</p> <p>Product Management</p> <ul style="list-style-type: none"> • Excellent customer care skills, focused on creating rapport with users combined with the ability to resolve their requests. • Ability to solve problems connected with business applications. • High level attention to detail, and determination to see an issue through to resolution and documentation. • Ability to communicate complex ideas and systems to end users. <p>Product Development</p>	<p>Application Form & Interview unless otherwise stated.</p>

<ul style="list-style-type: none"> • Ability to understand complex processes and translate them to the relevant business applications. • Ability to work with service colleagues to come to a minimum viable product that can be improved over time. <p>Business Intelligence</p> <ul style="list-style-type: none"> • Ability to translate complex business requirements into useful reporting. <p>All</p> <p>Focused individual who is capable of prioritising own work to achieve results.</p> <p>Ability to work effectively with BSMI colleagues to deliver service priorities.</p> <p>Able to communicate BSMI concepts in a clear, concise way.</p> <p>Excellent interpersonal skills.</p> <p>Ability to prioritise, manage workload and set clear objectives for self.</p> <p>High standards of literacy, numeracy and communication skills.</p> <p>Excellent presentation and influencing skills.</p>	
<p>PERSONAL STYLE AND BEHAVIOUR:</p> <ul style="list-style-type: none"> • Open minded curiosity about problems and issues, ensuring that all avenues explored and possible solutions are not closed down. • Highly professional with integrity and the ability to quickly establish credibility with users and BSMI colleagues. • Convincing in terms of a capacity to translate broad objectives into effective practical steps. • Demonstrates a strong need to achieve, setting high standards for self and others. 	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>

OTHER SPECIAL REQUIREMENTS:

DSB check will be carried out for this post.
Willingness/ability to work out of hours.

Interview and application form