

Job Description		
Job Title: Digital Services Officer	Service Area: Digital, Data & Service Design	
Directorate: Digital	Post Number: Existing Post	Evaluation Number: 7866
Grade: PO1	Date last updated: June 2026	

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.

Overall Purpose of the Job

- To carry out support activities in projects and workstreams across all areas of the Digital, Data & Service Design Function.
- To carry out digital and design activity to support the achievement of the organisational change set out in the Digital Strategy.
- To provide hands-on product and service support of key resident-facing digital tools, with a primary focus on web.
- The postholder will support the team to ensure design of digital services are accurate, accessible, well maintained and embedded effectively across services.

Job Context

1. The postholder reports to the Digital Service Design Manager
2. The postholder has no direct staff management responsibility.
3. The postholder has no direct budget responsibility.
4. The postholder will be required to work some evenings, weekends and occasional public holidays in order to meet service requirements and in order to ensure appropriate representation of the Council with residents, the Mayor and elected members, and external bodies.

Key Tasks and Accountabilities

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

As a Digital Services Officer, you will:

1. Support the Digital Experience team with planning, developing, designing and testing digital solutions through activities such as:
 - Preparing project documentation
 - Supporting with user research and analysis
 - Providing input into the design of digital products
 - Collaborating with stakeholders and supporting with design queries and the application of user centred design principles.
2. Support the Digital Experience team with writing and designing content, delivering best practices through activities such as:
 - Supporting with content design best practices and principles and applying them within your project
 - Supporting the review of content for colleagues to help ensure that it is user focused, accurate and meets council practices, including design standards and accessibility requirements

- Demonstrating an understanding of user needs and embedding them within your project.
3. Support the management and delivery of digital project including monitoring and reporting of project progress.
 4. To assist with logistical support for the Service Design and Digital Experience service (e.g. recruitment and co-ordinating project/programme boards).
 5. To support the delivery of services in line with council policies, procedures and legislation, particularly in relation to equalities and diversity.
 6. To uphold and support compliance with the Council's policies and procedures across the service, including customer complaints and Information Governance (including the Data Protection Act, the Freedom of Information Act, Caldicott and related security and confidentiality policies and procedures).
 7. To contribute to the delivery of the Digital and Service design's vision, values and strategic objectives, and to contribute to the achievement of wider Council goals.

Person Specification		
Job Title: Digital Services Officer	Service Area: Digital, Data & Service Design	
Directorate: Digital	Post Number: Existing	Evaluation Number: 5271
Grade: PO1	Date last updated: June 2026	

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.

CRITERIA	METHOD OF ASSESSMENT
EQUALITY AND DIVERSITY	
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KNOWLEDGE: • An understanding of project and service support activities • Familiarity with digital platforms and services offered by local authorities or other public sector organisations • An understanding of user centred design and content practices • A basic understanding of using data and evidence to inform decisions	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview

EXPERIENCE: • Experience providing administrative support to digital projects and services • Experience of supporting digital platforms or tools • Experience working with stakeholders as part of a team to contribute to improvements to a platform, process or user journey. • Experience supporting the co-ordination of projects / workstreams	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
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SKILLS AND ABILITIES: • A flexible approach and a willingness to embrace and promote new ways of working • A high level of commitment to successfully delivering significant projects in relatively short timescales • Ability to build positive working relationships across services and disciplines. • Ability to articulate ideas well in written and oral communications • Ability to organise tasks and manage workload with appropriate support • A strong attention to detail, for example, with content checking and monitoring product output	Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview Application Form/Interview
PERSONAL STYLE AND BEHAVIOUR: Adopts a flexible and innovative approach to problem solving Maintains a high standard of ethics and professional conduct Demonstrates commitment to the achievement of equal opportunities in both employment and service delivery	Application Form/Interview Application Form/Interview Application Form/Interview