Job Description

Job Title: BSMI Officer	**Department:** Change and Insight
Directorate: People, Policy and Performance	**Job Number:** **JE Reference: 6115**
Grade: P01	**Date last updated:** September 2021

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

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, and all the time within the context of LBN and oneSource IT policies and procedures, particularly security.

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.
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.

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.

The role is expected to operate at SFIA level 2 (v8) depending on the point on the career grade (Beta 8)
Level 2 - Assist — English (sfia-online.org)

Job Context

- The post holder reports to the Lead for Product Management, Product Development or Business Intelligence as determined by the needs of the service.

- 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.

Product Management

Customer Services Support: incident and service request management

- Able to respond to a broad range of incidents and service requests associated with more than one system for support by providing information to fulfil requests or enable resolution.
    - Prioritise and diagnoses incidents according to agreed procedures.
    - Investigate causes of incidents and seeks resolution.
    - Keep users informed of progress and action taken
    - Escalate unresolved incidents.
    - Facilitate recovery, following resolution of incidents.
    - Document and closes resolved incidents according to agreed procedures.

Application Management
- Carry out agreed applications maintenance tasks as directed and in line with knowledge and skills.

Configuration and asset management
- Use agreed procedures to create and maintain an accurate register of assets.
- Administer, track, log, report on and correct configuration items, components and changes.
- Assist with audits to check the accuracy of information and undertake any necessary corrective action under direction.
- Document changes based on requests for change.

- Apply change control procedures for standard changes

Security
- Perform simple security administration tasks, e.g. new application users.
- Maintain relevant records and documentation.
- Receive and respond to routine requests for security support, e.g. supplier access requests.
- Maintain records and advises relevant persons of actions taken.
- Assist in the investigation and resolution of issues relating to access controls and security systems.

Supplier management
- Assist in the collection and reporting of supplier performance data.
- Assist with the routine day-to-day communication between the organisation and suppliers.

Service level management
- Monitor and log the actual service provided by the product management team, compared to that required by service level agreements.

Learning delivery
- Deliver learning activities for one of the key applications.
- Assist with the development of examples and case study material for use within pre-defined learning material.
- Contribute to the design, configuration and testing of learning environments, including creation of simulated data, and replication of external systems, interfaces and assessment systems.

Product development

Programme and project support
- Assist with the compilation of portfolio, programme and project management reports in line with corporate guidance.
- Maintain programme and project files from supplied actual and forecast data.

- Provide administrative services to project boards, project assurance teams and quality review meetings.
- Set up project files, compiles and distributes reports.

User research
- Apply standard methods to support user research initiatives.
- Engage effectively with users and customer representatives to generate high-quality research.
- Document and share the outcomes of user research.

Business modelling
- Use established techniques, as directed, to model simple subject areas with clearly-defined boundaries.
- Assist in more complex modelling activities.
- Develop models under the guidance of subject matter experts.

Requirements definition & management

- Elicit, specify, and document requirements for simple subject areas with clearly-defined boundaries in line with corporate standards.
- Assist in the definition and management of requirements.
- Assist in the creation of a requirements baseline.
- Assist in investigating and applying authorised changes.

User experience evaluation

- Assist in preparing and operating the environment, facilities and tools needed to evaluate systems, products, services or devices.
- Assist in the collection of feedback on prototypes and designs from users and others.

Business Intelligence

Application reporting

- Ensure that simple 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.
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Programming/software development:

- Design, code, verify, test, document, amend and refactor simple programs/scripts for extracting or organising data (SSRS, R, Python)

Data visualisation

- Apply simple visualisation techniques from one of Excel, SSRS or Power BI under guidance.
- Contribute to exploration and experimentation in data visualisation.

Data management

- 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.

Required across all functional areas.

Testing

L2

- Assist in preparations for acceptance testing of systems, products or services.
- Design test cases and create test scripts and supporting data, working to the specifications provided.
- Interpret, execute and record test cases in accordance with project test plans.
- Assist in collecting feedback from acceptance testing.
- Analyse and report test activities and results.
- Identify and report issues and risks.

Change Control

- Apply tools, techniques and processes to administer, track, log, report on change requests.
- Apply change control procedures for standard, low-risk changes.

Any other council generic paras here.

- To participate in the Councils emergency arrangements at the appropriate level.

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.

Person Specification

Job Title: Junior BSMI Officer	**Department:** Change and Insight
Directorate: People, Policy and Performance	**Job Number:** **JE Reference: 6115**
Grade: P01	**Date last updated:** Sept 2021

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 simple tasks across the all the functional areas, and assist in delivering more complex ones.

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: Willingness to work towards professional development through attainment of recognised accreditation, in particular Prince2, Agile, ITIL V4.	Application Form
KNOWLEDGE **All** • Knowledge and understanding of current developments and legislation and statutory requirements affecting the relevant service area*.	Test

• Knowledge of the applications in use in the relevant service area*'s application architecture. **Product Management** • Understanding of the security environment within which the council works. **Product Development** • Understanding of user research, experience and evaluation techniques. • Understanding of business analysis and modelling techniques. • Understanding of requirements definition and management. **Business Intelligence** • Some knowledge of data extraction, organisation and visualisation techniques (Excel, SSRS, R/Python) • Some understanding of data management issues in relevant service area.	
EXPERIENCE: **Product Management** • Experience of working in a service desk environment. • Experience of handling, resolving and documenting incidents and service requests. **Product Development** • Experience of structured project support. **Business intelligence** • Experience of delivering application reporting in the relevant service area*. • Experience of ad hoc reporting using SSRS out of the relevant applications. • Experience of data visualisation using Excel. • Experience of data management in relevant or similar service area. **All** • Some experience of system testing. Experience of working with individuals to influence and persuade. Experience of delivering against set objectives and achieving targets.	Application Form & Interview unless otherwise stated.

SKILLS AND ABILITIES: **Product Management** • Excellent customer care skills, focused on creating rapport with users combined with the ability to resolve their requests. • Ability to learn how to solve problems connected with business applications. • High level attention to detail, and determination to see an issue through to resolution and documentation. **Product Development** • Ability to understand simple business processes and translate them to the relevant business applications. • Ability to work with service colleagues to process simple application changes that can be improved over time. **Business Intelligence** • Ability to translate simple business requirements into useful reporting. **All** Focused individual who is capable of prioritising own work to achieve results. Ability to work effectively with BSMI colleagues to deliver service priorities. Excellent interpersonal skills. Ability to prioritise, manage workload and set clear objectives for self. High standards of literacy, numeracy and communication skills.	Application Form & Interview unless otherwise stated.
PERSONAL STYLE AND BEHAVIOUR: • 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. • Demonstrates a strong need to achieve, setting high standards for self and others.	Interview Interview Interview Interview

OTHER SPECIAL REQUIREMENTS: DSB check will be carried out for this post. Willingness/ability to work out of hours.	Interview and application form

*Relevant service areas are the 4 spoke teams (relevant application architectures attached)

- Environment & Sustainable Transport
- Inclusive Economy & Housing
- Corporate
- Social care, Health and Education