Role Profile

Part A - Grade & Structure Information

Job Family Code	**10BF**	**Role Title**	**Technology Adoption Support Advisor**
Grade	PS10	**Reports to (role title)**	**Operations & Delivery Manager**
JE Band	371-438	**Directorate / School**	**Place**
Date Role Profile was created	**Feb-26**	**Service / Department**	**Economy & Growth**
Agile	**Information**	DBS Requirement	**Not Required**

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	The Technology Adoption Support Advisor supports the effective delivery of the Made Smarter South East programme by assisting the Technology Adoption Specialists (TASs) with research, analysis, preparation, and operational tasks. The postholder contributes to the programme's work with SME manufacturers by gathering information, supporting assessments, preparing materials, and helping ensure SMEs receive a high-quality and well-coordinated service. The post is a fixed term contract until 31/03/2027, with the possibility for extension subject to ongoing Made Smarter Adoption funding into 2027/28 and beyond. Key Outputs include Carry out research and create Insight for the TAS team to use when working with the SME manufacturing community Support with development of the pipeline to meet all KPIs Carry out early diagnostic checks to aid the TAS to guide and support the SME from the start of the process Support with processing of all grant applications Support all members of the MAde Smarter staff to achieve the KPIs Support with all stakeholder engagement as may be necessary Timely and accurate reporting as requried
Work Context	Made Smarter South East supports SME manufacturers to adopt digital technologies, improve productivity, and develop future talent. The programme involves multiple delivery partners, universities, and business support organisations, and operates across a large geographic area. The Technology Adoption Support Advisor plays a key supporting role within the Technology Adoption workstream. While TASs lead SME engagements, assessments, and advisory work, the Technology Adoption Support Advisor provides essential research, preparation, and follow-up support. This includes gathering information on technologies, suppliers, and best practices; preparing assessment materials; supporting documentation and reporting; and contributing to events and workshops. Working closely with the TAS team, the postholder will gain exposure to digital technologies, manufacturing processes, and advisory practices. As part of Surrey County Council's Economy & Growth team, the Technology Adoption Support Advisor collaborates horizontally with colleagues across the wider team supporting others, identifying opportunities and collaborating for wider benefit.

Line management responsibility if applicable	This role has no requirement for line management.
Budget responsibility if applicable	This role does not hold budget responsibility
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Service Delivery • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. Planning & Organising • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. Finance/Resource Management • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Work with others • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. People Management • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. And/Or • Operate as an individual responsible for the delivery of a high level and complex service. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To be responsible for ensuring health & safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. To have regard to and comply with safeguarding policy and procedure as appropriate.

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	Essential - Strong interest in digital technologies, manufacturing, innovation, or business improvement - Good research and analytical skills, with the ability to summarise information clearly - Strong organisational skills with the ability to manage multiple tasks and maintain accurate records - Good communication skills, both written and verbal - Ability to work collaboratively as part of a team and build positive working relationships - Proactive, curious, and willing to learn from experienced colleagues - Competent with digital tools, including spreadsheets, CRM systems, or similar platforms - Strong attention to detail and a commitment to producing high-quality work Desirable - Experience in a technical, engineering, digital, or research-focused role - Understanding of SME business environments or manufacturing processes - Familiarity with digital technologies such as automation, data analytics, IoT, or AI - Experience supporting projects, programmes, or service delivery - Knowledge of business support, innovation ecosystems, or publicly funded programmes - Experience working in a council environment Qualifications (Desired) - Degree or equivalent experience in a relevant field such as engineering, digital technologies, business, economics, or data analysis - Additional training or certification in digital skills, technology, or project support (desirable)
Role Summary	Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.
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