

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	11OS	Role Title	IT Implementation Specialist
Grade	PS11	Reports to (role title)	Transition Manager
JE Band	439-518	Directorate / School	Fire and Rescue
Date Role Profile was created	Jun-26	Service / Department	Fire and Rescue
Agile	Information	<u>DBS Requirement</u>	Standard

## 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.

<b>Role Purpose</b> including key outputs	<p>This role is intended to manage the coordination of the transition of all IT Services to the new Fire and Rescue Authority, working closely with the IT and User Experience Team, partner authorities' technical teams, senior managers, suppliers and LGR representatives to ensure a smooth transition whilst maintaining operational services. This role will be key to the delivery of safe and legal systems for the new authority in April 2027.</p> <p>Key responsibilities will be:</p> <ul style="list-style-type: none"> <li>- To project manage planning and workflows for both mission critical operational systems and other essential operational systems to ensure smooth transfer.</li> <li>- To detangle complex IT architecture and understand which services are to be disaggregated and which will remain hosted and provide recommendations to Senior Leadership. Also to report on any challenges and risks ensuring all eventualities have been considered and mitigated against.</li> <li>- To work alongside and maintain positive relationships with the SFRS User Experience Team and Surrey CC' IT department</li> <li>- Oversee the configuration of system structures (user groups, data hierarchies, workflows) to support the services requirements in the new authority</li> <li>- To manage access and permissions, including audits of current user access, defining role-based controls, and ensuring readiness for day one operations.</li> <li>- Assist with change management activities, supporting staff and stakeholders through the transition.</li> <li>- To ensure quality of service for all users</li> </ul>
<b>Work Context</b>	<p>The post holder will form part of the LGR Programme Team and will be supporting and act as a conduit between the SFRS User Experience Team and Surrey CC IT Departments. The focus will be on delivering safe and legal systems for the new Fire and Rescue Authority in April 2027.</p> <p>There will be an expectation that the post holder will be able to travel across the SFRS estate and work with suppliers and contractors</p>
<b>Line management responsibility</b> if applicable	NA
<b>Budget responsibility</b> if applicable	NA

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to optimise and enhance service delivery.</li> </ul> <p>Policy &amp; Compliance</p> <ul style="list-style-type: none"> <li>• Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives.</li> <li>• Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks.</li> </ul> <p>People and Partnerships</p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p>Resources</p> <ul style="list-style-type: none"> <li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li> <li>• Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisation's policies and procedures.</li> </ul> <p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Analyse, interpret and evaluate relevant data applying judgement and technical expertise to identify risk, support the resolution of issues and support decision making.</li> <li>• Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken.</li> </ul> <p>Duties for all Values: To uphold the values and behaviours of the organisation. Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; Welfare: Responsible for ensuring health &amp; 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.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.</li> <li>• May be required legislatively to maintain a professional qualification or competency.</li> <li>• Excellent understanding of subject matter, principles and practices relevant to technical area.</li> <li>• Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes within the service.</li> <li>• Extensive knowledge of principles, practices, and procedures relating to operational planning and financial management.</li> <li>• Competent in a range of IT tools.</li> <li>• Ability to collate, monitor and interpret a range of data.</li> <li>• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.</li> <li>• Comprehensive knowledge of operational business systems.</li> <li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</li> <li>• Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Excellent management skills with proven experience motivating, coaching, mentoring and developing staff.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>-Sound IT infrastructure knowledge and experience including M365, Azure, identity and access management, infrastructure platforms, networks, cyber security controls and line-of business application architecture.</p> <p>-Ability to understand and coordinate complex technology ecosystems that underpin critical council services and ensure systems are integrated securely and effectively across multiple organisations as part of Local Government Reorganisation.</p> <p>-Good project and programme management skills and experience.</p> <p>-Strong understanding of IT governance, risk management, and dependency management within complex organisational environments. This includes the ability to identify and manage interdependencies between systems, services, suppliers, and organisational processes to support the safe and coordinated integration of technology platforms during large-scale transformation programmes.</p> <p>-Excellent communication and co-ordination skills with ability to engage effectively with senior stakeholders, including Service Managers and the Senior Leadership Team (SLT), to represent IT considerations within the Local Government Reorganisation programme.</p> <p>-Ability to translate complex technical issues into clear information for senior management, ensuring that IT implications are understood and that technology considerations are incorporated into wider organisational planning and transformation activities.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
<p><b>Reference Number</b></p>	<p>BM-2026-230</p>