

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	8BF	Role Title	Spatial Systems & Analytics Technical Officer
Grade	PS8	Reports to (role title)	Spatial Systems & Analytics Team Leader
		Directorate	Place
JE Band	269-313	Service	Place Operations & Support
		Team	Spatial Systems & Analytics Team
		Date Profile created	Jun-25

## 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 plays a vital role in supporting the effective use of spatial data and GIS systems across the PLACE Directorate. You will enhance the organisation's ability to make informed, data-driven decisions by ensuring the accurate capture, management, and visualisation of spatial and asset-related data</p> <p>You will work with internal teams and external partners, ensuring that spatial data is accessible and reliable. By providing technical and administrative support, the role helps maintain high standards of data quality and supports the successful delivery of projects and programmes across the directorate.</p> <p>You will primarily utilise ESRI GIS software, alongside other data management tools such as Microsoft Excel and Access, to analyse and present spatial and asset information. Your work will support a range of strategic and operational initiatives, helping to embed GIS into everyday decision-making.</p> <p>In addition to technical responsibilities, you will contribute to the ongoing development of GIS capabilities within the organisation. This includes supporting the implementation of the GIS strategy roadmap and identifying opportunities to improve data processes and visualisation methods.</p>
<b>Work Context</b>	<p>The Place Directorate is a large and complex directorate with responsibilities including facilitating safe and reliable journeys, shaping places for our customers, achieving sustainability and climate changes targets and always putting the customer first while providing excellent value for taxpayer money.</p> <p>The Place Operations and Support service operates across the directorate and provides specialist support to enable the Place Leadership team and wider directorate to achieve the directorate priorities. This is through a range of supporting functions including contract management, performance management, business planning, service improvement, data and systems, workforce planning, administrative and leadership support and a PMO.</p> <p>The Systems and Data team manage the system design and architecture of PLACE systems to ensure they are providing value and meeting services goals. They work closely with services to understand their needs and provide expertise of system capabilities to support new ways of working, proactively seeking opportunities to enhance system capabilities and efficiencies, driving innovation and improvement.</p> <p>We operate a policy of agile working, which means you will have the option to spend part of your week working from home, though this may flex based on business need. Though the role is based in Merrow, we have teams based in offices across the County and business travel to other offices in Surrey may be required</p>

<b>Line management responsibility</b> if applicable	No line management responsibility
<b>Budget responsibility</b> if applicable	No budget responsibility
<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<p>Analysis, Reporting &amp; Documentation</p> <ul style="list-style-type: none"> <li>• Prepare and analyse management information, including financial reports / project plans, recommending actions as appropriate.</li> <li>• Maintain, develop and review business support systems, processes and procedures to secure a quality, cost effective service and continuous improvement.</li> </ul> <p>Customer Service &amp; Support</p> <ul style="list-style-type: none"> <li>• Deliver a range of specialist services advising and assisting customers in area of expertise, to maximise service quality, efficiency and continuity.</li> <li>• Maintains knowledge of the organisation's current systems, policies and procedures.</li> <li>• Resolve issues/queries independently, recommend alternative solutions if unable to assist, and ensure efficient, day-to-day customer service is delivered.</li> </ul> <p>Planning &amp; Organising</p> <ul style="list-style-type: none"> <li>• Monitor service objectives and standards within own area of work to ensure effective service delivery.</li> <li>• Plan and prioritise own work activities for the months ahead, to ensure operational efficiency. Respond effectively to changing demands, adjusting priorities as needed.</li> </ul> <p>Finance/Resource Management</p> <ul style="list-style-type: none"> <li>• Assist budget/resource management in accordance with the council policies and procedures.</li> <li>• Maintains, develops and reviews financial support systems, processes and procedures.</li> </ul> <p>Work with others</p> <ul style="list-style-type: none"> <li>• Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service.</li> <li>• Undertake and coordinate projects and reviews in a defined area of activity to support and enhance service delivery.</li> </ul> <p>People Management</p> <p>Either:</p> <ul style="list-style-type: none"> <li>• Manage staff, allocating and prioritising their work and manage performance to secure efficient service delivery.</li> <li>• Oversee the work of others as the most experienced team member.</li> </ul> <p>And/Or:</p> <ul style="list-style-type: none"> <li>• Operate as an individual maintaining and improving operational efficiency and quality of service of own area.</li> <li>• May be recognised as the main point of contact for a particular specialised process, system or procedure or for a senior member of the council staff.</li> </ul> <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.</p>

<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<ul style="list-style-type: none"> <li>• Educated to 'A' level standard, or able to evidence ability at an equivalent level.</li> <li>• Professional business qualification to NVQ Level 3, or able to evidence knowledge and understanding of appropriate business disciplines; Willingness to study for a relevant professional qualification if appropriate.</li> <li>• For some roles a relevant degree may be required.</li> <li>• Excellent IT skills.</li> <li>• Excellent written and oral communication skills with the ability to build sound relationships with customers, adapting styles to different situations.</li> <li>• High level administrative/organisational and analytical skills.</li> <li>• Ability to manage a range of projects through to completion.</li> <li>• Effective interpersonal, influencing and negotiation skills.</li> <li>• Practical experience and understanding of business supporting service teams and/or providing support to the public (where appropriate).</li> <li>• Experience of leading a team (where appropriate).</li> </ul>
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<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<p>Education, Training and Work Qualifications: HNC or equivalent in engineering or computing or equivalent relevant experience. Training in the use of ArcGIS 9x or 10x.</p> <p>Knowledge: Excellent working knowledge of ArcGIS 9x or 10x, ArcInfo, Spatial Analysis, geo-databases. A working knowledge of the range of relevant principles, practices, and procedures relating to highway asset management and maintenance. Appreciation of SMART objectives.</p> <p>Skills and Abilities: Excellent IT skills and a sound understanding of GIS applications, databases and spreadsheet programmes. Skilled in the operation and use of GIS equipment, including computer hardware, plotter/printer setup, GPS etc. Good analytical abilities, and capable of clearly and logically presenting results, both verbally and in writing. Ability to prioritise and plan resources in projects as necessary. Ability to collaborate with others and work to improve customer service and project delivery.</p> <p>Relevant Experience: Comprehensive experience of GIS and collaborative working with a wide range of individuals/organisations. Experience of supporting data collection, analysis &amp; reporting. Track record of success in managing the promotion and implementation of GIS activities to target and timescale.</p>
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<b>Role Summary</b>	<p>Roles at this level may manage a straightforward operational activity or small team, provide specialist support services or they may be in the second year of a professional career development role. They have in-depth knowledge of methods, systems and procedures and possess practical understanding in one or more disciplines, for example finance, HR, facilities, procurement. They are often process 'experts' seeking to deliver maximum efficiency within a defined process. A thorough knowledge of their own area or discipline is required although overall supervision from a more experienced professional is in place. They work collaboratively with customers, staff, partner organisations, agencies and/or contractors and play a major role in maintaining quality standards and/or engaging in project management.</p>
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<b>Reference Number</b>	<b>BM-2025-408</b>
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