

# Role Profile

## Part A - Grade & Structure Information

<b>Job Family Code</b>	<b>11RT</b>	<b>Role Title</b>	<b>My Surrey Service Improvement Reporting &amp; Technical Lead</b>
<b>Grade</b>	PS11	<b>Reports to (role title)</b>	<b>My Surrey Service Improvement Manager</b>
		<b>Directorate/School</b>	<b>Customer Digital &amp; Transformation</b>
<b>JE Band</b>	439-518	<b>Service / Department</b>	<b>Enterprise Applications &amp; Portfolio</b>
		<b>Date Role Profile was created</b>	<b>Apr-24</b>

## 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	<ul style="list-style-type: none"> <li>- Liaising with the business to prioritise new/change requests and understand their medium-long term requirements for Reporting.</li> <li>- Liaising with the Customer Engagement Function (CEF) team as well as the MySurrey architect to analyse the impact any new added technology could have to The My Surrey Systems.</li> <li>- Analysing Unit4 , FP&amp;A &amp; Proactis release notes to understand the impact on the implemented areas to be able to produce the upgrade pipeline and determining appropriate time for upgrade.</li> <li>- Contributing to the planning of the change pipeline and its releases with the CEF and the business owners in the Reporting area.</li> <li>- Liaising with Integration team for management of the impact new/changes requirements will have on the integrations.</li> <li>- Communicating progress of service improvement activities with the CEF and the business owners.</li> <li>- Escalation to MySurrey Service Improvement Manager.</li> </ul> <p>The Customer Value of this role is to improve the service. The focus of the role is Problems, Changes and Releases.</p>
<b>Work Context</b>	This role is part of the Enterprise Applications and Portfolio Group which sits in the Enterprise Technology and Systems team within the IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the IT&D customers.
<b>Line management responsibility</b> if applicable	Will have management responsibility for a small team up to 6 employees
<b>Budget responsibility</b> if applicable	Staffing budget of £100k Will have a direct influence on how the budget (£4.5m) will be spend in relation to tools and services in the area of responsibility

<b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family	<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 organisational 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 judgment 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</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> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b>	<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>• 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 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.</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial management</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 computerised business systems</li> <li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</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>
<b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b>	<ul style="list-style-type: none"> <li>• In depth technical knowledge of reporting methodologies in UNIT4</li> <li>• Expert knowledge and relevant experience in delivering complex improvements in a similar IT environment</li> <li>• Proven experience as the technical lead in associated projects including being able to recommend strategy for development, implementation and release to Business as Usual support in the reporting area</li> <li>• Proven understanding of Business Analysis in relation to the development of reports</li> <li>• Experience in a relevant supporting role for an organisation of a similar size and complexity</li> <li>• Awareness in such areas as Prince2, Agile, ITIL and/or similar</li> </ul>
<b>Role Summary</b>	<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 technical, 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 both inside and outside immediate reporting lines, 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>
<b>Reference Number</b>	BM-2024-166