

ITS Policy and Planning Officer – ITS Unit

Role Profile:	Team Manager/Principal Professional
Grade:	Hay A
Accountable to:	ITS Policy and Planning Manager
Accountable for:	Indirect responsibility for others within assigned project teams.

Role Context

The IT Policy and Planning Officer role will make a significant contribute to the delivery of West Sussex County Council's vision of new ways of working and achieving value for money from our IT assets. In particular, the IT Policy and Planning Officers will help realise business benefits from Information Technology for the whole organisation through the development and implementation of effective and innovative policies and plans and by ensuring the ITS Unit adheres to best practice.

The IT Policy and Planning Officers will be key to ensuring that IT services meet new and emerging customer requirements, over the longer term. You will contribute to the development of centres of excellence / best practice in the following core areas: Compliance, IT Communications (content), Risk Management, Audit, BCP Governance, Security Policy, Security Governance and Security Management.

Purpose

To deliver the effective operation of a service through the management of a team or of an activity across teams, also operating as the principal professional in regard to that activity or team service. Including performance management of the team or the service activity and the co-ordination, planning and delivery of agreed activities and objectives. To contribute to the development and shape of future team or group service provision. To build and maintain relationships and influence activities including working across and outside of the organisation.

Key Accountabilities

The specific accountabilities of this flexible role may alter from time to time in order to meet the needs of the business/client, but accountabilities will include (or be equivalent in nature to) those listed below:

- Delivery of an effective, customer focused service through managing a team or an activity across teams to meet defined performance indicators and business strategies.
- Providing professional advice and support across a department, supporting policy development and tackling difficult problems of a technical, professional, resource or people related nature as a principal professional within the service specialism.
- Analysis and evaluation of service provision and technical or service specialist information; identifying solutions (according to existing policies and procedures) which shape service delivery. Also, advising/supporting agreed programmes of work through the application of detailed technical knowledge.

- Direct responsibility for a small budget (typically around £750,000), and/or advisory impact on projects/other externalised expenditure (typically around £4m); including short term, tactical resource planning and allocation.
- Managing the shape of the current and future team service (or activity across teams) and contributing to the development of future service provision, including reviewing and recommending changes to systems, processes, procedures and practices. Typically planning on a time horizon over a number of months.
- Effective and efficient management of resources including staff where applicable.
- Effective communication of technical/specialist information to a range of audiences.
- Management of, or contribution to, specific projects and reviews on service provision.
- The development of effective relationships with managers or partners in connection with the specialist business area and management of the links and relationships influencing other parts of the organisation and partner organisations.
- Supports equality and diversity and respects customers, clients and other members of staff regardless of gender, age, disability, sexual orientation, religion or ethnic origin.
- Remain up to date and compliant with all relevant legislation, organisational procedures, policies and professional codes of conduct in order to uphold standards of best practice.

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Person Specification

Level of Knowledge

- Authoritative, applied knowledge of the specialist or professional discipline including technical theories and related principles.
- Detailed knowledge of practices and procedures relating to management of discipline.
- Sound and accurate IT knowledge eg Microsoft Office.

Qualifications and Professional Membership

- Post graduate professional qualification relevant either to management or to the professional service specialism; or equivalent level of significant experience demonstrating applied application of the above levels of knowledge in a relevant setting.
- Relevant chartered status of a professional body such as the British Computer Society or Institute of Electrical and Electronics Engineers, or equivalent high level experience of involved practices eg ITIL.

Experience

- Demonstrable experience of delivering or co-ordinating a quality customer focused service to others, in particular considering new opportunities and emerging best practice and their potential value.
- Significant post qualification experience in dealing with significant and diverse issues, including having a broad working experience of ITS Support, software Development lifecycles and project management together with demonstrating an understanding of corporate and unit strategic issues and how ITS can support them.
- Experience of managing a small budget and/or contributing to financially related decisions on larger spends by producing robust, cost effective business cases for proposals.
- Experience of supporting initiatives in a political environment – *desirable*.

Skills

- Ability to make sound pragmatic problem solving decisions, which will have a wider service impact. Including the ability to provide comprehensive professional advice and support within the service specialism, including tackling difficult problems of a technical, professional, resource or people related nature. **Key skill**
- Excellent communication skills with ability to influence actions by others and negotiate effective business solutions, specifically the ability to negotiate value for money contracts with suppliers. **Key skill**

- Research and knowledge management skills, particular demonstrating ability to establish the root cause of issues, produce sound business case proposals which have been thoroughly considered for their viability, their value for money and for their connectivity to other ITS assets/activities. **Key skill**
- Able to analyse and make judgements based on understanding of principles and plan a robust course of action. **Key skill**
- Ability to challenge existing practices and identify innovative solutions within the required framework.
- Ability to set timescales and review effectiveness of service delivery.
- Effective people management skills including performance management skills and the ability to provide direction and support to individuals and teams.
- Ability to apply project management principles and practices.
- Sound and accurate IT and keyboard skills, for general office duties for example producing reports and undertaking research.

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Competencies

Corporate management competencies are in the process of being developed. The below points give a flavour of the competencies which can be expected for this role:

Financial Management	Moves financial resources across areas to deliver the current year plan.
	Authorises expenditure where there is sufficient agreed budget and ensures financial regulations and procedures, including procurement, are adhered to.
Project Management	Works with a range of services/individuals to design and deliver project management strategies to ensure corporate priorities are met.
	Sources and works with partners to ensure projects are successful.
People Management	Ensures workforce needs are being met and that the team has the right skills, knowledge and experience to deliver customer requirements.
	Monitors performance in line with HR policy.
Health Safety & Well Being	Commits to and monitors the health and safety and well being of the service team, investigating ways in which Health & Safety and Well being guidance can be incorporated in to the overall running and development of the team.
Resource Management	Monitors and evaluates resource requirements in the light of work priorities.
	Identifies ways in which resources can be maximised without restricting customer requirements as well as developing strategies that consider sustainability factors on work practice
Organisational Awareness	Contributes and proactively seeks to add and develop own organisational knowledge.
	Is able to use tools to share knowledge and is aware of the main social, political and economic factors affecting the organisation

Examples:

1. The ITS unit is subject to a range of audits by third parties (e.g. Touché Ross, or Central Government), all of whom identify risks / issues and recommend courses of action. The IT Policy and Planning Officers will be responsible for managing the audit process, agreeing findings, management recommendations and monitoring implementations following the audit report. Additionally the role will play a crucial role in analysing the audit reports, evaluating the recommendations, considering what level of risk is posed to the ITS Unit and taking mitigating action as appropriate, ensuring key risks are appropriately escalated.
2. The IT Policy and Planning Officer will be responsible for ensuring that WSCC adheres to current and emerging best practices for managing IT security. The role will be responsible for exploring legislation requirements and software developments in security management, as well as keeping abreast of any ITS security arrangements required as a result of WSCC's partnership activities, ensuring that appropriate action is taken, by producing a robust business case which considers viability, cost, connections to current assets and activities and reputation and makes clear and concise conclusions, recommendations and implementation plans.
3. The IT Policy and Planning Officer will act as IT Security Manager and will be the point of escalation for resolution of security issues including investigations, incidents and problems.
4. The IT Policy and Planning Officer will undertake risk management for ITS, including ensuring that BCP Governance is effective, reviewing risk and its mitigation and representing ITS at a corporate level to ensure that the impacts of IT risk are known and measures are in place to respond. This includes assessment of risk arising from internally and externally set compliance requirements and ensuring that IT services and solutions take account of these.
5. ITS needs to communicate with a range of audiences about a wide variety of IT related issues. The IT Policy and Planning Officer will be responsible for coordinating ITS communications, including those delivered through the Intranet, within ITS and to broader WSCC audiences.