

<b>Role Details</b>	
Role Title:	<b>Technology Associate Partner (Development)</b>
Directorate:	Corporate Support Directorate
Hours:	36.25
Grade:	F-G
Location:	HQ and other sites as required

<b>Organisational Arrangements</b>	
<b>Reporting to:</b>	<b>Technology Associate Partner (Team Leader)</b>
<b>Role Purpose</b>	<p>Support through the development of applications the delivery of the Technology and Systems Strategy, organisational requirements and newly available technologies, implementing agreed changes arising from the blueprint, within the cost envelope.</p> <p>Responsible for Application Development including web development solution design, development, prototyping, integration and maintenance using industry standard enterprise technology and programming languages within the application development lifecycle.</p> <p>Undertake the design, development, prototyping, integration and maintenance of application solutions, modules and interfaces using industry standard enterprise technology and programming languages within the application development lifecycle.</p> <p>Develop, manage and participate in projects that may benefit the organisation and evaluate the benefits/efficiency of the implementation of ICT solutions.</p> <p>Maintain a highly motivated and skilled development team aware of both business and customer requirements.</p>
<b>Responsible for:</b>	

## **Main Responsibilities**

### **All roles**

- Support through the development of applications the delivery of the Technology and Systems Strategy, organisational requirements and newly available technologies, implementing agreed changes arising from the blueprint, within the cost envelope.
- Work closely with internal clients and external partners to identify and deliver organisational technical requirements from an application development perspective, providing technical advice to non-specialist users and support information management and technology projects that are running across the organisation.
- From an application development perspective, develop, maintain, manage and co-ordinate all service design activities, processes and resources, ensure the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes and metrics.
- Undertake the design, development, prototyping, integration and maintenance of application solutions, modules and interfaces using industry standard enterprise technology and programming languages within the application development lifecycle.
- Design and implement services in conjunction with other Corporate Support colleagues when the business requirements call for an end to end service design. Develop a long term plan to support the delivery of the Information and Technology Strategy, based on the implementation of good practice such as ITIL where suitable.
- Manage the development of prototypes based on user requirements into an enterprise technology solution. Ensure the preparation of technical testing is created and performed for application, module and integration testing. Ensure the development of technical test plans and scripts, as part of quality assurance and development life cycle testing phases. Manage all rollout and handover activities of applications into the organisation and ICT Service Operations using appropriate Change Management processes.
- Manage the design and creation of relational databases within SQL/MySQL environments following industry standards. Oversee all database administration functions including the planning and implementing of SQL/MySQL back-ups, restores, optimisation, control and setting up of monitoring. Assist in the 3rd Party monitoring and management of Oracle database instances.
- Ensure all backups and checks are maintained and recorded adhering to the standard and procedures set out. Monitor effectiveness of security policies including disaster recovery and the undertaking of regular audits of systems, manual procedures, user's knowledge, and off-site storage. Co-ordinate regular testing of recovery routines on file servers and office based systems in conjunction with users, developers and other GMFRS staff.
- Oversee application database installations and updates within an agreed Service Level

Agreement (SLA) using the ICT Change Management process.

- Ensure applications developed upon “enterprise level technology” have appropriate security governance enabled which supports the delivery of best practice standards and Corporate Policies.
- Provide 1<sup>st</sup> and 2nd line technical support to the Service Desk function, and support skills transfer initiatives.
- Identify improvement initiatives and introduce corrective measures where necessary.
- Manage projects and initiatives ensuring that the standard project management methodology is properly utilised. Provide opportunities for staff by encouraging cross-directorate and matrix working, ensuring that project team members understand the desired outcomes of the project and the roles that they each play in delivering them.
- Maintain and develop an effective working relationship with all relevant suppliers, contractors, service providers, regulators and other external agencies to ensure that GMFRS enjoys an excellent level of service in order to meet its operational and statutory duties.
- Ensure that services are customer orientated, deal with enquiries at first point of contact and through channel shift, ensuring positive, meaningful communication with customers at all times.

### **Higher grade requirements**

- From an application development perspective, lead and develop, maintain, manage and co-ordinate all service design activities, processes and resources, ensure the consistent and effective design of new or changed IT services, service management information systems, architectures, technology, processes and metrics.
- Research and evaluate new applications which may benefit the organisation, providing technical specifications for procurement and installations. Keep abreast of the wider organisational information and technology needs to ensure a consistent approach is applied, and be proactive in assisting service users with the specification of technology requirements including the analysis of their needs to inform the overall delivery of an effective solution. Gather a broad scope of user requirements and analyse these to develop high level application design and prototype that can be demonstrated to the end user, justifying and implementing technical initiatives to benefit GMFRS, specifically in areas of hardware, communications systems and communications security.
- Manage projects and initiatives ensuring that the standard project management methodology is properly utilised. Provide opportunities for staff by encouraging cross-directorate and matrix working, ensuring that project team members understand the desired outcomes of the project and the roles that they each play in delivering them.

- The postholder will be responsible for staff supporting application development (permanent or sub-contracted) and provide ongoing management, evaluation, guidance and support and be conversant with their responsibilities and tasks and manage the successful completion of those duties.

## **STANDBY CALL OUT ARRANGEMENTS**

- You may be required to participate in a standby call-out scheme outside of normal office hours.

### **Main Responsibilities – Directorate Specific:**

- Actively promote the values of GMFRS.
- Effectively plan and manage financial resources in own area of responsibility based on an in depth understanding and interpretation of both financial and management information data, in order to deliver public value.
- Identify and contribute to upskilling opportunities for colleagues within and beyond the directorate
- Build effective relationships with clients, customers and key stakeholders.
- Where required, coach system users to develop effective skills, and provide guidance and support on the use of systems and tools to enable them to undertake their roles.
- Review key performance indicators to identify and address issues arising, spot trends and take appropriate action to learn, share and improve.
- Seek feedback and elicit wider priorities to support and enable colleagues to meet the needs of the organisation.
- Proactively contribute to continuous improvement of systems and processes to ensure procedures, policies and guidance are updated in line with legislative and social changes.
- Develop on-going communication and engagement channels and methods to keep the wider directorate team, internal and external customers up to date
- Provide positive challenge to colleagues across the organisation in considering how things can be done better and more effectively.
- Conform to the requirements of the Environmental Management System
- Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress.
- Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner
- Accurately prepare documentation, communications and information including letters, emails, contracts and records.
- The role holder will work collaboratively across the directorate engaging with internal customers, clients and stakeholders to provide internal focused consultancy, support and guidance.

## Key Requirements

### Education, qualifications and associations

#### Essential

- Educated to degree level in relevant area or equivalent
- Relevant professional qualification, membership of a relevant professional body.
- Evidence of continuous professional development
- ITIL Intermediate - Capability or Lifecycle Certificate relevant to the area of expertise

#### Desirable

- Working towards ITIL Expert Certificate
- Relevant management qualification e.g. Business Administration

### Essential knowledge and experience

- Technical experience across a range of solutions and platforms in the Local Government arena.
- Working knowledge of project management methodologies and an ability to apply these in practice, and experience of successfully managing complex projects from inception to completion – **higher grade**
- Experience of analysing and interpreting complex information and communicating it appropriately to a range of stakeholders.
- Knowledge of project management principles
- Demonstrable experience of successful project management of a new technology, system or a major upgrade of a corporate system impacting on a wide number of users across the Service
- Experience of supervising/ mentoring/performance managing a small team – **higher grade**

### Essential Skills & Behaviours

- Well-developed verbal and written communication skills, including report-writing, presentation and facilitation, able to advise / influence at all levels.
- Ability to convey often complex information and guidance in a clear and understandable manner appropriate to the recipient
- Ability to build strong and trusting relationships with clients, customers and colleagues
- Self-motivated with an ability to prioritise and organise work effectively to meet deadlines.
- Ability to collate, critically appraise and present information from a range of sources using excellent analytical skills.
- Team working skills

- Ability to manage the effective implementation of projects.
- Ability to generate new ideas, alternative options and develop realistic and practical solutions.
- Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
- Excellent ICT skills - IT Literacy - experience with Microsoft Windows and the Office application suite
- Ability to build strong and trusting relationships with clients, customers and colleagues
- Clear focus on delivering positive outcomes
- Acting as a role model for the directorate
- Able to work flexibly and independently, covering other areas of the department as required

### **Corporate Commitments**

- Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
- Safeguard at all times confidentiality of information relating to existing and former colleagues.
- Refrain from smoking in any areas of Service premises.
- Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

**Records Management/ Data Protection** - As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

**Confidentiality and Information Security** - As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

**Data Quality** - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service's computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

- To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998,

**Health and Safety** - All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

**Service Policies** - All Service employees must observe and adhere to the provisions outlined in these policies.

**Equal Opportunities** - The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

**NB:** This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.