

Finance and Corporate Services – ICT Services	
Job Description	
Digital Service Development Officer	
Grade LS11	Post Number: TBC
Responsible to:	ICT Operations Manager
Responsible for:	No line management responsibility
Job Objective:	To lead in the development of digital solutions across the Council, ensuring they are user-centric, technically sound, and aligned with the Council's digital strategy.
Main duties and responsibilities:	<ul style="list-style-type: none"> • Develop effective digital solutions, including forms, workflows, and integrations • Use Power Automate PowerShell Scripting to help Business Intelligence • Design, test, improve, and implement code using front-end programming languages to meet user needs. • Ensure all developments are documented, prototyped, and tested appropriately • Be able to develop, evaluate and implement complex ICT solutions that will bring cost savings to the council. • Understand how to use Microsoft Copilot and Copilot Studio to create Chat Bots • To be able to use APIs to pull information from third party systems
	Administration <ul style="list-style-type: none"> • Ensure that all processes and procedures for new or existing digital services are fully documented and kept up to date and known issues are captured in the ICT Service Desk knowledge base. • Maintain relevant inventories (including Media, Software and Hardware) and keep up to date. • Upskill system users to support new technology

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	<p>Stakeholder Engagement: User Research and Innovation</p> <ul style="list-style-type: none"> • Conduct user research to engage internal and external stakeholders. • Work with vendors to come up with solutions • Use feedback, analytics and testing to inform design and development decisions. • Ensure all digital developments are current, fit for purpose, and aligned with the Council's digital strategy. • Identify opportunities to enhance digital service provision across the Council. <p>Project resource</p> <ul style="list-style-type: none"> • Responsible for the completion of tasks for ongoing Programs and updating the Project management software • Technical resource for various projects for the development of new digital services and the growth and development of our existing systems. • Provide regular status reports on projects.
DESIGNATED CAR USER	You will be required to hold a current valid driving licence, as you will be asked to support users at other Council sites or Councillor visits at their homes. You must ensure that you have business insurance for your vehicle to be used for work purposes.
SPECIAL CONDITIONS	Some evening and weekend work will be required to perform maintenance upgrades, project or tasks, and any other service support requirements (such as supporting Council meetings).
NOTE	<p>The above job description sets out the main responsibilities of Digital Service Development Officer but should not be regarded as an exhaustive list of the duties that may be required. As duties and responsibilities change and develop, the job description will be reviewed and be subject to amendment in consultation with the post holder during the Personal Development Review process.</p> <p>All employees are expected to maintain a high standard of service delivery and to uphold the Council's policies in accordance with equality and diversity standards, and health and safety standards, and to participate in training activities necessary to their job.</p>
<p>Approved by: Matthew Doar</p> <p>Designation: ICT Operations Manager</p> <p>Date: 28/11/2025</p>	