

Finance and Corporate Services – ICT Services	
Job Description	
Service Digital Improvement Officer	
Grade LS11	Post Number: TBC
Responsible to:	ICT Operations Manager
Responsible for:	Whilst not directly responsible for any other post, the post holder will be required to give general guidance and advice to other Rushcliffe Colleagues and be guided by ICT Project and Development Officer.
Job Objective:	To shape and implement the Council's service based ICT strategy by providing project coordination, business analysis and assist in the development in automation and AI. To work with system owners to Identify opportunities to improve digital services and technologies.
Main duties and responsibilities:	Account Management / Consultancy Services <ol style="list-style-type: none"> 1. Engage with the service areas, providing assistance in account management meetings for ICT, ensuring a strong link is maintained between ICT, service areas and the business. 2. Engage with suppliers to ensure users are well supported, and contracts are implemented fully, leveraged where possible, and renegotiated to the benefit of the Council. 3. Provide the business with consultancy services for Change using Business Cases, System Reviews, Benefits Realisation, Business Systems (for example software applications / Power BI and AI). 4. To assist in the delivery of the ICT Portfolio 5. Carry out appropriate due diligence including privacy impact assessment in relation to any new project / solution /software and application

	<p>Change</p> <p>6. Engage the service areas to transform digital business processes and redesign systems and integration to achieve significant and realisable efficiency gains, including both cashable and non-cashable savings. Including assisting in developing the Council's website and supporting services to improve digitalisation.</p>
	<p>Coordination</p> <p>7. Assist in the day-to-day management and updating of the ICT Portfolio using project management software</p> <p>8. Capture, summarise and minuting of ICT engagement with Suppliers and Services.</p> <p>9. Be able to work on delivering programmes involving multiple strands.</p> <p>10. To keep track of all issues and risks identified before, during the delivery of a program</p>
	<p>Business Intelligence</p> <p>11. Support the organisation through effective 'Business Intelligence' (BI) by producing reports, which improve decision making, from any of the Council's software solutions or digital services, utilising technical skills and knowledge to navigate the various complexities of multiple database environments, including Oracle, SQL, Progress and Access amongst others.</p> <p>12. Exploit internal and external data sources to meet the requirements of the Council's digital agenda.</p> <p>13. Analyse report data to identify and exploit new opportunities to improve business processes and digital services.</p> <p>14. To work closely with Service Areas identifying new or enhance existing digital services that better serve our residents.</p> <p>15. Work to ICT standards in regards of documentation and operational instructions</p> <p>16. Take responsibility for the delivery of appropriate elements of the Council's ICT Strategy.</p> <p>17. Provide technical assistance including Service Desk support, advice and guidance in line with ITIL requirements.</p>

	<p>Support</p> <ul style="list-style-type: none"> 18. Research and recommend solutions to system owners for continuous improvement 19. 20. Be responsible for developing and updating documentation on programs delivered and processes carried out. 21. Keep abreast of the Government's transformational agenda and requirements in order to contribute to the Councils vision for efficient digital services delivery supported by effective back-office systems and processes. 22. Meet the demand of service users by taking the necessary steps to resolve issues in a timely and efficient way to minimise the impact on the business and service users 23. Maintain effective communication and be always professional with your colleagues, other technical staff, operations staff and third-party support staff. 24. Establish and portray a professional image of the department at all times with a 'can do' attitude. And setting expectations as appropriate for the resolution of issues whilst demonstrating the willingness to go the 'extra mile'.
DESIGNATED CAR USER	You will be required to hold a current and valid driver's license, as you will be asked to support users at other Council sites or Councillor visits at their homes. You will ensure that you have business insurance on your vehicle to be used for work purposes.
SPECIAL CONDITIONS	<p>Evening and weekend work will be required to support maintenance upgrades, project or tasks, and any other service support requirements.</p> <p>Working hours are not fixed and require flexibility to adapt to business needs.</p>
RESTRICTIONS	<p>This is not a politically restricted post.</p> <p>This post is subject to exemption with reference to the Rehabilitation of Offenders Act 1974.</p>

NOTE	<p>The above job description sets out the main responsibilities of ICT Digital and Infrastructure Project 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: Matt Doar</p> <p>Designation: ICT Operations Manager</p> <p>Date: 30/07/2025</p>	