

## **Data Specialist Roles**

### **CAREER GRADE STRUCTURE AND CRITERIA**

This is a career graded post where progression is dependent on the following criteria:

- Achievement of the necessary technical skills required.
- Achievement of the necessary knowledge required.
- There is an organisational requirement/need at the next highest level.

Progression is not dependent solely on the attainment of technical skills and knowledge, within the individual job descriptions. The organisational requirement and budgetary provision available equally applies. Usually staff recruited will be placed at the lowest level unless their technical skills and knowledge dictate they may be recruited at a higher level. The latter only applies if there were no suitable internal applicants eligible for progression.

The appraisal system and personal development plan will be used to record employees' performance, achievements and the identification of any training and development needs. This should also be used to record whether employees are recommended or not for progression to the next level.

Grade 6 will be suitable for candidates who are familiar with the work, understand the relevant IT processes and can advise and guide internal and external customers around how to interact with systems within set guidelines. Within the accountabilities outlined within the JD this role will receive close supervision and direction from the line managers and experienced colleagues.

Grade 7 will be suitable for staff who are experienced around pro-actively analysing issues, data cleansing, mapping and test plans in conjunction with key internal and external customers. Staff are likely to be knowledgeable around ways to engage customers, create ways to gather feedback, report on trends and make correlation. It is expected that this level will be able to work with some autonomy in some areas of the accountabilities but receive direction from the line manager and more experienced colleagues.

Grade 8 will be suitable for highly skilled technical staff that have significant experience in all areas of the accountabilities. This will include identifying and designing ways in which information (from both systems and people) can be gathered, and interpreted for services to support continuous improvement within Line of Business Systems. They will have strong interpersonal and partnering skills, plus strong connections with other IT bodies and pro-actively sharing good practice. The post holder will have autonomy within the outlined accountabilities and the ability to make decisions but referring to the line manager where required for support.



**WOKINGHAM  
BOROUGH COUNCIL**

## Job Description

Job Reference:

Job Title:	Data Specialist		
Service:	Customer Services and IMT	Team:	Infrastructure Delivery
Location:	SMART Working/Waterford House		
Reports To:	Data and Development Manager		
Grade:	Type of position:	Hours per Week:	
6-8	Fixed Term Contract	37	

This job description has been designed to indicate the general nature and level of work performed by employees within this post. It is not designed to contain or be interpreted as an inventory of all duties, responsibilities and outputs required of employees assigned to the role.

### Service Purpose

Customer Service and IMT (CS & IMT) leads for the Council in the provision of direct customer services and technology services, Council communications and community resilience. It delivers the primary contact point for customer access via face to face, telephone and website services.

The service provides core services and leads across the Council on customer services strategy and standards, information technology, disaster recovery and business continuity planning and strategic engagement with the public and the Council through quality communications.

### General Description of the Job

The purpose of this role is to develop and support the delivery of data services for the Council. This includes all aspects of data, information and document management for the whole information lifecycle. Focussing on data analysis, cleanse and management in conjunction with the Data and Development Manager.

### Organisation Chart



### Main Accountabilities of the Post

1	Develop and implement data solutions that meet identified business requirements
2	Undertake data analysis across a wide range of technology platforms
3	Participate in data lifecycle activity to ensure solutions are developed and delivered to best practice methodologies
4	Cleansing of data to ensure data integrity and performance

5	Extract, transform, consolidate and load of historic data as identified by the Data and Development Manager
6	Develop, support and deliver robust data test plans to ensure data quality
7	Support the development of data used within the Council to identify key trends and performance indicators
8	Mapping of existing data structures to the new technology design in conjunction with business users
9	Implement information strategies including those around data retention and storage
10	Apply technical skillset to assist the delivery of the IMT Service
<b>Additional Corporate Responsibilities</b>	
1	<b>High Support, High Challenge:</b> To ensure that you bring forward your good ideas, to challenge areas where the Council can improve, and to contribute to the Council's ongoing success
2	<b>Health and Safety:</b> Take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work; and co-operate with the Council to enable the Council to perform or comply with its duties under statutory health and safety provisions.
3	<b>Equal Opportunities:</b> To take positive action to ensure a thorough understanding of and positive commitment to equality in both service delivery and employment practices.
4	<b>Safeguarding responsibilities:</b> At all times to demonstrate and positively reinforce our commitment to safeguarding and promoting the welfare of children and vulnerable adults.
5	<b>Special Factors:</b> To work flexibly, including evenings and other out-of-hours requirements; willingness to travel; requirement to undertake such duties as are reasonably expected by the Line Manager
<b>Scope</b>	
Staff	Number of employees within overall span of control:
Financial	Budget directly controlled (excluding salary costs):
Resources:	Facilities, equipment or systems within overall span of control:
DBS Check Required:	No

## Values Profile

### One Team

- Demonstrates individual accountability and collective responsibility
- Always acts in the best interests of the Council and the communities the Council serves
- Takes a Council-wide and community view in decision making and activity
- Ensures that own service / team delivers the necessary support to achieve collective Council-wide priorities
- Actively engages with debate, discussion and decision making, demonstrating 'high challenge, high support' behaviour
- Demonstrates support and challenge to members, colleagues and partners

### Value & Pride

- Shows pride to work for the Council, to improve outcomes for the Borough and its residents
- Upholds the principles of continuous improvement, questions existing practice and looks for ways to improve service delivery
- Is focused on outcomes rather than inputs
- Upholds our commissioning principles that make the quality, outcomes and costs of service more important than who provides it
- Encourages others, and is encouraged, to take the initiative and innovate
- Understands we are a learning organisation, so that we all learn from mistakes as we seek to innovate to deliver better outcomes, but we aspire to never making the same mistake
- Embraces training and professional development as means of improving skills and knowledge and developing self

### Trust & Respect

- Can describe, the single, shared Vision for the organisation and how what we individually do contributes to realising that Vision
- Acts at all times with honesty and with integrity and works collaboratively
- Recognises and celebrates the impact of diversity on the organisation, its customers and its workforce
- Upholds the Council's Code of Conduct
- Shows respect for the sound professional advice of colleagues who have expertise, knowledge and experience: we maximise the value and impact of the expertise we share
- Develops and encourages effective and open communication with staff, Councillors, the community and our customers, where respectful challenge is encouraged and helps us to learn and to improve
- Demonstrates respect and courtesy towards customers, colleagues, Councillors, and members of the community with any response and decisions centred on the issues at hand and not on individuals at a personal level
- Ensures decisions are clear, based on evidence, and Fair Process
- Recognises the valuable part that everyone in the organisation has to play in delivering the excellence to which we aspire.

### **Customer Service Excellence**

- Demonstrates at all times clear focus on improving services and outcomes for customers and communities
- Expects high levels of customer satisfaction
- Involves and engages customers and communities in developing, shaping and feeding back on services: engagement is early and often
- Expects services to be responsive to customer and community need, and focuses our targeted services on those in greatest need
- Takes ownership of community issues and seeks to solve them
- Acts as an advocate for customers, communities and users of services when needed

### **Leadership & Management**

- Actively assesses, manages and reports risks
- Uses own knowledge, experience and expertise to contribute to the training and development of the wider organization
- Promotes & builds the Council's reputation as a first class employer & service provider
- Proactively seeks feedback on own performance and how impacts on others

### **Finance & Value for Money**

- Understands that Value for Money is delivering activities and programmes that are of most value to those the Council is ultimately accountable to
- Able to communicate clearly & confidently regarding results in relation to costs & the justification for a chosen option

### **Political Engagement**

- Drives open and active communication with Members, as appropriate to role
- Values and supports the work of elected members, and makes themselves available to meet, discuss, problem-solve with members
- Maintains a relationship of trust and respect with members
- Engages proactively in communicating with members on key issues
- Supports and enhances the skill and knowledge of elected members in the stewardship of their portfolios

### **Personal & Professional Development**

- Takes responsibility for own development and learning
- Understands the whole Council and how services work and are delivered to meet priorities
- Explores service delivery outside of the Borough to challenge and develop thinking and planning
- Accepts and uses coaching and mentoring when helpful
- Demonstrates awareness of own behaviours and their impact on others
- Offers own skills and expertise, beyond service specialism, to enhance the work of the wider organisation

## Person Specification – Grade 6

Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to 'A' level or equivalent qualifications or equivalent experience	Y	
Educated to degree level in a numerate/business related subject, or equivalent career experience		Y
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Some knowledge of MS SQL and experience of working with a broad range of data manipulation, reporting and analytic tools	Y	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Some knowledge of the capture and management of data types, including spatial data	Y	
A working knowledge of the information security requirements for local authorities - including PSN, Code of Connection and the Local Government Data Handling Guidance		Y
Information and data management and development in the public sector		Y
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Analytical and problem solving skills	Y	
Experience of information and data management and development in the public sector		Y
Some experience of working on large scale database migration projects	Y	
Ability in balancing multiple priorities, problem solving and dealing with ambiguity	Y	

<b>Person Specification – Grade 7</b>		
Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to degree level in a numerate/business related subject, or equivalent career experience	Y	
<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Good knowledge of MS SQL and experience of working with a broad range of data manipulation, reporting and analytic tools	Y	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Excellent knowledge of the capture and management of data types, including spatial data	Y	
In-depth working knowledge of the information security requirements for local authorities - including PSN, Code of Connection and the Local Government Data Handling Guidance	Y	
Information and data management and development in the public sector	Y	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Established analytical and problem solving skills	Y	
Experience of information and data management and development in the public sector	Y	
Experience of working on large scale database migration projects	Y	
Experience balancing multiple priorities, problem solving and dealing with ambiguity	Y	

<b>Person Specification – Grade 8</b>		
Should focus here on describing the qualifications, skills, knowledge and experience an individual will require to successfully undertake the role. These should be split between essential and desirable. There is no need to repeat behaviour requirements.		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Educated to degree level in a numerate/business related subject, or equivalent career experience	Y	

<b>Technical Skills.</b>	<b>Essential</b>	<b>Desirable</b>
Expert knowledge of MS SQL and considerable experience of working with a broad range of data manipulation, reporting and analytic tools	Y	
<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
Excellent knowledge of the capture and management of data types, including spatial data	Y	
Excellent in-depth working knowledge of the information security requirements for local authorities - including PSN, Code of Connection and the Local Government Data Handling Guidance	Y	
Information and data management and development in the public sector	Y	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
In-Depth established analytical and problem solving skills	Y	
Experience of information and data management and development in the public sector	Y	
Considerable experience of working on large scale database migration projects	Y	
Proven experience balancing multiple priorities, problem solving and dealing with ambiguity	Y	