

Job Pack

**Report Developer &
Automation Officer**



Lewes District Council



Working in partnership with Eastbourne Homes



Location

Thank you for taking the time to look at the details of this post.

Located in the heart of the Sussex countryside and one of the principal towns of the South Downs National Park Lewes offers the best of town and country. It is no surprise that the District is considered among the most desirable places to live and work in the UK.

Lewes town is one of the jewels of the South Downs National Park and the District also possesses many picturesque towns and villages, all with their own unique character.

Whilst nearby Eastbourne is a resort town on England's southeast coast. On the seafront are Victorian hotels, the 19th-century Eastbourne Pier and a 1930s bandstand. Discover a wide range of shops in Eastbourne from high street shopping at The Beacon to the quaint Victorian shopping streets of Little Chelsea, and the boutiques in the Enterprise Centre.

One of the most attractive aspects of living and working in the Lewes and Eastbourne area is the quality of life it has to offer. It is a truly exceptional location. Make the most of the area by enjoying a wide range of activities including country walks, water sports and much more.

Our offices in Lewes and Eastbourne are located close to Train Stations with direct connections to the coast and London. However, the Council provide all the necessary IT and infrastructure to enable home working and maintain a good work life balance

“The best of town, country and coast”

Job Description

Post Title	Report Developer & Automation Officer
Department	Corporate Services
Division	Projects, Performance and Technology
Grade / salary	D/E
Reports to	Business Applications Manager
Date prepared	June 2016

Job Purpose

1. To create SQL queries and use reporting tools to compose user friendly reports (SSRS, Excel), for our major business applications.
2. To be the organisation's lead officer in understanding and recording all integrations between business systems and the associated ICT architecture dependencies.
3. To lead on automation, maximising the use of PTC where appropriate in reducing manual interventions.

Key Tasks

1. Querying databases and producing detailed reports through SQL Server.
2. Work with the Application Support team to review and monitor the effectiveness of the systems, workloads and processes, ensuring operational effectiveness and best value for stakeholders and customers, implementing improvements as agreed.
3. Maintain a comprehensive map of system integrations, and interdependencies, including system architecture/infrastructure.
4. Record and maintain systems map in knowledge management system.
5. Record changes to systems configuration, working with Business Applications Manager, in transition to BAU and ensure that any recorded changes to systems are fully accessible to Applications Support colleagues.
6. Establish effective working relationships with internal customers and technical suppliers.
7. Act as 'critical friend' to the Application Support team, challenging and ensuring best practice procedures are observed.

8. Contribute to the development of strategies, procedures, standards, business and continuity plans to ensure the team is able to meet future challenges and customer / stakeholder expectations with increased service efficiency and effectiveness.
9. Second-line check on maintaining paper and ICT based knowledge systems and records; ensuring that all Application Support team are presenting current and accurate information.
10. Drive the uptake and usage of PTC across the Councils, identifying automation opportunities for efficiencies where possible.
11. To work with individual system lead officers in maintaining a corporate approach to Transition and Testing; ensuring all upgrades, modules, patch and reconfigurations are thoroughly reviewed and tested prior to go live.
12. To initiate and drive continuous improvement in service performance and efficiency.

Corporate Accountabilities

1. To promote equality of opportunity in service delivery in line with strategic commitment and corporate policies.
2. To promote a culture that is supportive of the Council's purpose, aims and values, and to take all reasonable steps to maintain good employee relations
3. Staff are encouraged to participate fully in promoting a safety culture to protect the safety and health of themselves, colleagues and other people affected by the Council's activities
4. To understand and apply the council's Data Protection and Data Quality policy and procedures
5. Any other duties commensurate with the nature of the post.
6. You will be required to support the Councils' corporate priorities and to ensure business continuity e.g. emergency response, elections, deployment to critical services.
7. To work within the Council's Core Competencies Framework. Central to the delivery of the role are the values and behaviours set out below. These are shared by all employees and applied to everything we do. The bullet points for each competency are examples of performance required:

Core Competencies

Sharing the Vision – Shaping the Future	<ul style="list-style-type: none"> · Understands the Council's purpose, goals, objectives and values, and is willing to behave consistently with them. · Knows the strategic direction of the Council and acts in support of it.
Communicating Well	<ul style="list-style-type: none"> · Provides the right information to the right people, at the right time, via the right method. <p>Works positively to gain understanding from others.</p>
Driving Improvement, Performance and Results	<ul style="list-style-type: none"> · Takes responsibility and ownership for decisions, actions and results. · Takes actions to improve skills, knowledge and level of contribution. · Seeks and delivers high standards for self, team and Council.
Self Management – self motivated and professional	<ul style="list-style-type: none"> · Is organised and uses time and technology efficiently. <p>Adopts a flexible approach to change.</p>
Delivering for our Customers	<ul style="list-style-type: none"> · Demonstrates a desire to identify and give priority to meeting the needs of internal and external customers, generating high levels of customer satisfaction.
Working Together	<ul style="list-style-type: none"> · Actively contributes to team working, sharing information, valuing the input of others. <p>Works cooperatively and is committed to building productive, positive relationships.</p> <ul style="list-style-type: none"> · Demonstrates commitment to achieving overall team objectives.

This job description sets out the duties of the post at the time it was drawn up. Such details will vary from time to time without changing the general character of the duties or the level of responsibility involved.

This role is a shared service role the post holder will contribute to existing shared arrangements and commit to the vision of further opportunities.

PERSON SPECIFICATION

1. QUALIFICATIONS

<p>Essential</p> <ul style="list-style-type: none"> · 5 GCSEs at grade 'C' or above (or the equivalent), including English and Maths <p>Note – at higher grade in role</p> <ul style="list-style-type: none"> · Educated to A Level standard or equivalent or qualified by strong relevant experience 	<p>Desirable</p> <ul style="list-style-type: none"> · Educated to A Level standard or equivalent or qualified by strong relevant experience · ECDL or equivalent · Train the trainer or equivalent experience <p>Note – at higher grade in role</p> <p>Degree or equivalent</p>
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2. TRAINING

<p>Essential</p> <ul style="list-style-type: none"> · MS Office · SQL 	<p>Desirable</p> <ul style="list-style-type: none"> · PTC, knowledge management systems
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3. SKILLS & ABILITIES

<p>Essential</p> <ul style="list-style-type: none"> · Excellent interpersonal and customer relationship skills · Excellent oral and written communication skills · Good negotiation and influencing skills · Attention to detail & accuracy · Good numeracy and literacy skills · Ability to use own initiative · Ability to organise and prioritise own work · Ability to meet deadlines · Excellent analytical and problem solving skills. · Demonstrable technical proficiency in CRM, workflow and document management tools · Complex problem solving skills · Commitment to delivering best value services <ul style="list-style-type: none"> · Ability to work to agreed standards and targets in a performance driven office · The ability to develop and implement work based processes and procedures and drive improvement · Ability to work independently, using own initiative 	<p>Desirable</p> <ul style="list-style-type: none"> ·
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4. KNOWLEDGE

<p>Essential</p> <ul style="list-style-type: none"> · Excellent knowledge of policies & procedures and best practice in system testing and transition to BAU · Demonstrable knowledge of principles of automation <ul style="list-style-type: none"> · Demonstrate an appreciation of ICT Service Management best practice · Good knowledge of the business of the Council and use of ICT · Broad knowledge of ICT technologies · Advanced theoretical knowledge of CRM and workflow systems and practical application · Knowledge of relevant IT systems/databases · MS Office · Have a good understanding of performance measurement and relevance of reporting and monitoring tools 	<p>Desirable</p> <ul style="list-style-type: none"> · Data Protection and Freedom of Information Acts · In-depth knowledge of at least two corporate systems · Knowledge of PTC
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5. EXPERIENCE

<p>Essential</p> <ul style="list-style-type: none"> · Previous experience in similar testing role · Demonstrable experience of using automation systems. · Experience of using Microsoft Windows and Office software · Delivering a range of technical assistance and interventions 	<p>Desirable</p> <ul style="list-style-type: none"> · Using electronic document systems · CRM practice and application · Experience of systems used in the Council · Systems Administration · Working in a customer care environment · Knowledge of Systems Integration principles
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6. OUTSIDE INTERESTS

<p>Essential</p> <p>.</p>	<p>Desirable</p> <p>.</p>
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7. PHYSICAL, LEGAL AND OTHER REQUIREMENTS

Essential <ul style="list-style-type: none">· Willingness to work within the council's Core competency framework· An engaging, enthusiastic and positive manner with a strong "can do" approach	Desirable <ul style="list-style-type: none">·
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All staff must be prepared to have an understanding of the Equal Opportunities, Customer Care and Health and Safety policies. Managers in particular, must have a commitment to implement and abide by these policies.

TERMS AND CONDITIONS

Lewes District and Eastbourne Borough Councils have been on a transformational journey to fully integrate services. This has involved integrating staff teams, processes and systems whilst still retaining sovereignty of the individual councils.

The employer will be Eastbourne Borough Council.

Duration

This is a Permanent contract.

Conditions of Service

The conditions of service for this post are for the National Joint Council (NJC) for Local Government Services. The post is graded Band D/E

Salary

The spinal column points (SCP) for the post are as follows:

SCP 15	£24003	SCP 22	£27573	SCP 29	£32910
SCP 16	£24483	SCP 23	£27741	SCP 30	£33782
SCP 17	£24973	SCP 24	£28672	SCP 31	£34728
SCP 18	£25473	SCP 25	£29577	SCP 32	£35745
SCP 19	£25982	SCP 26	£30451	SCP 33	£36922
SCP 20	£26502	SCP 27	£31346	SCP 34	£37890
SCP 21	£27032	SCP 28	£32234		

Hours

The hours for this post are 37 a week. These will be worked within operational requirements. Actual starting and finishing times will be agreed with your manager. Within these boundaries the Council operates a flexitime scheme for all but Heads of Service. Details will be supplied to the successful candidate upon appointment.

Place of Work

Your normal place of work will be from home, but you may be required to work anywhere within the Lewes District and Eastbourne Borough boundary. However, the Councils can support remote working and anticipate that, further to induction and training, presence in the office or, if applicable, for site visits or other council activity, will be rarely for this role.

Agile Working

Many of our roles are suitable for remote working and staff are provided with the equipment to do this safely and effectively.

Probationary Period

All posts are subject to a six months' probationary period where your suitability for the post will be assessed. During this time your progress will be reviewed and discussed with you at regular intervals.

Annual Leave

The leave year runs from 1 April to 31 March and entitlement varies with length of service. The current minimum entitlement is 25 days. This increases to 29 days in the leave year following completion of five years' service. Subject to the demands of the post, you will normally receive additional paid leave on each Public Holiday.

An employee who starts part way through the year will receive a proportion of the basic holiday entitlement. For operational reasons some Service Areas have to restrict the maximum amount of holiday taken at any one time and its timing in the year. Holiday commitments entered into before taking up an appointment will be honoured wherever possible.

Notice Period

The contract of employment applicable to this post will specify a minimum period of one calendar months increasing to two calendar months when paid from SCP 23, to be given by either side.

Pension

We provide membership of the Local Government Pension Scheme (LGPS) to employees aged under 75 who have a contract of employment that is for at least 3 months. The LGPS is a qualifying pension scheme, which means it meets or exceeds the government's standards.

All employees are automatically entered into the Local Government Pension Scheme unless they choose to make alternative provision for pension. Scheme members contribute the percentage of salary as set out in the table below. We will also make an employer's contribution to the scheme.

The contribution bands with effect from 01 April 2020 are:

Pay Range	Contribution
Up to £14,600	5.5%
£14,601 - £22,900	5.8%
£22,901 - £37,200	6.5%
£37,201 - £47,100	6.8%
£47,101 - £65,900	8.5%
£65,901 - £93,400	9.9%
£93,401 - £110,000	10.5%
£110,001 - £165,000	11.4%
More than £165,001	12.5%

The pay ranges will be increased each year from 01 April in line with inflation. Based on the salary for this role, the contribution will be 6.5% increasing to 6.8% when paid from SCP34