When potential
is unlocked,
talent *thrives*

West
Northamptonshire
Council

Job description and person specification

Functional Analyst Team Leader

Digital, Technology and Innovation (DTI), Corporate Services

Thank you for your interest in this role. Our vision at West Northamptonshire Council (WNC) is: 'to make West Northants a great place to live, work, visit and thrive'.

We truly stand by this and work hard every day to make this a reality, and at WNC it's about our people. People who thrive with ambition, bring new ideas, demand better ways of working, care about every detail, and who never shy away from a challenge.

Our culture is a gateway for new experiences. A place to forge new opportunities. To empower you in your career and unite you with like-minded people. When potential is unlocked, talent thrives.

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Purpose and impact:

Functional expert in the use of our corporate Enterprise Applications and responsible for leading and managing a team of Functional Analysts. Understand business requirements, processes and systems to design effective solutions. Ensure developments to business systems drive efficiency savings and meet statutory requirements.

Create and manage a roadmap for future system software developments and ensure technical and functional specifications, system test scripts/plans are available to support the successful delivery. Maintain and monitor adherence to a documented delivery schedule for application upgrades / patches, application enhancements and project activities.

Design, implement and maintain operational procedures and standards to ensure the smooth running of the Council's corporate business applications. To consult and work with partners and colleagues as appropriate to ensure consistency of practice and quality data.

Accountable to:

The role is accountable to the Applications Support Manager, responsible for the direct line management of Functional Analysts. The role sits within DTI, part of the Corporate Services Directorate in West Northamptonshire Council.

Responsibilities:

1   Responsible for leading and managing a team Functional Analysts, supporting staff ensuring that appropriate skills are deployed to support the achievement of the business needs and priorities. This will include setting goals, providing training and guidance and conducting performance evaluations. Ensure the team has the information they need to effectively support the application and its users, improving service quality and customer satisfaction.

2   Maintain and monitor adherence to a documented delivery schedule for application upgrades / patches, application enhancements and project activities. Pre-empting peak demand and low resource periods to adjust staffing levels appropriately ensuring compliance with service level agreements (SLAs) and customer satisfaction target.

3   Attend internal user/technical groups, providing advice on system enhancements and in the development and implementation of proposals for improving the use of the corporate enterprise applications. Influence business decisions as new working processes are established ensuring applications are exploited to full potential and drives out efficiencies to meet changing needs of the business.

4   Research and evaluate new systems and solutions making recommendations regarding their potential use to improve service delivery to users within the Council and/or to reduce costs. Network with other organisations and stay up to date with latest technology and trends and use this knowledge to help manage expectations and educate users how the system could be better exploited.

5   Enhance self-service, enabling new functionality and improving the automation and efficiency of business processes and user experience.

6   Develop functional specifications, systems test plans, and contribute to training/user guides to support solution deployment. Undertake annual reviews of established documentation and processes to ensure they remained aligned with system changes and technology advances.

7   Provide expert application support with complex queries and troubleshoot issues related to the deployed solution. As the subject matter expert diagnose and resolve queries and issues in compliance with service level agreements (SLAs) and customer satisfaction targets.

8   Co-ordinate and undertake comprehensive and rigorous testing for all developments, upgrades and patches, including preparation and maintenance of test plans to ensure success of upgrades.

9   Responsible for effectively managing the allocation of resources to prioritised projects and business as usual activities, adapting as required to meet key objectives and balance competing demands. Ensure a resource profile is developed and implemented for the team to enable to effective planning to support existing services and facilitate the onboarding of new ones.

10   To maximise personal productivity, minimise duplication and errors; and manage our information efficiently and securely to reduce risk, though effective use of Office 365 and our internal IT systems and applications.

11   Actively challenge and seek to eliminate any directly or indirectly discriminatory practice or behaviours.

12   Demonstrate awareness and understanding of other people's behavioural, physical, social and welfare needs and ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

Person specification:

The requirements for the role are outlined below and will be part of the selection process. Each of the criteria listed below will be measured by:

(**A**) Application Form, (**T**) Test, (**I**) Interview, (**P**) Presentation, (**D**) Documentation.

Minimum levels of knowledge, skills experience and qualifications required for this job.

Skills and abilities:	Essential / Desirable	Measured by
Ability to lead, motivate and develop a team of skilled IT professionals.	Essential	A, I
Demonstrate effective use of Office 365 with an excellent understanding of Excel and the use of spreadsheets to manage and use data.	Essential	A, I
Ability to analyse complex problems/issues, identifying the root cause and finding solutions.	Essential	A, I
Ability to research and assess information and using logic and reasoning evaluate solutions to make recommendations on potential use to increase efficiency and/or reduce costs. Ability to proactively consider possible business scenarios and the implications of a system fix or enhancement.	Essential	A, I
Ability to translate legislation, user requirements, issues or errors raised into technical specifications, incidents or change requests.	Essential	A, I
Excellent communication and interpersonal skills, with the ability to influence, negotiate and persuade people effectively within cross-functional teams and work effectively with technical and non-technical stakeholders.	Essential	A, I
Ability to independently produce technical documentation for specifications, user manuals, policies and procedures for the applications we support.	Essential	A, I
Demonstrate ability to set up systems for tracking work, prioritising, understanding SLAs, balancing competing demands and delivering within SLAs and meeting KPI.	Essential	A, I
Able to work independently and take appropriate actions without direction or instruction from others and as part of a team.	Essential	A, I

Knowledge:	Essential / Desirable	Measured by
Knowledge and understanding of IT applications and application architecture, including its components and integrations points.	Essential	A, I
Knowledge of project management and project delivery. Experience of managing all stages of the software development lifecycle.	Essential	A, I
Excellent knowledge of Office 365 applications	Essential	A, I

Relevant experience:	Essential / Desirable	Measured by
Experience of working in an IT development and support environment, working with service management tools and incident management processes. Experience with Service Level Agreements (SLAs), incident response times, escalation procedures, and service delivery reporting.	Essential	A, I

	Essential / Desirable	Measured by
Experience of leading, co-ordinate and undertake comprehensive and rigorous testing for all developments, upgrades and patches including preparation and maintenance of test plans and scripts to ensure success of upgrades.	Essential	A, I
Experience providing technical support for enterprise application level applications including systems administration, incident management and change management processes.	Essential	A, I
Experience of data analysis to problem solve complex process and systems problems.	Essential	A, I
Experience of managing a team in a support and development role.	Essential	A, I

Education, training and work qualifications:	Essential / Desirable	Measured by
Degree in Information Systems or equivalent qualification, or proven relevant work experience.	Essential	A, I, D
Evidence of continuous professional development.	Essential	A, I, D
ITIL (IT Infrastructure Library) Foundation Certificate, or equivalent experience of ITIL.	Desirable	A, I, D
Project Management (e.g. PRINCE2, Agile) Foundation Certificate, or equivalent experience of working within a project overseeing tasks and deliverables.	Desirable	A, I, D

All appointments are subject to standard pre-employment screening. This will include identity, references, proof of right to work in the UK, medical clearance and verification of certificates.

Day-to-day in the role:

Hours:	37 per week (Full Time)	**Primary work base:**	Remotely from home/One Angel Square
Job family band:	PS08	**Worker type:**	Flexible
Salary range:	£40,316 to £43,675	**Budget responsibility:**	None
People management responsibility:	Yes		

Working conditions & how we work:
The role This role has been identified as a flexible worker type; this means that you will carry out the majority (3 plus days) of your work remotely from home. You will come into the office for meetings but have a strong reliance on IT/virtual tools.

We are open to discussions about flexible working arrangements.

Our organisational values and behaviours

Everything we want to achieve for West Northants depends on having the right people in place and doing the right things and we want all colleagues to THRIVE, both personally and professionally. Our values and our behaviours framework underpin how we work and what partners and customers can expect from us. We want to do our very best for our residents, service users and businesses and for our staff – we want everyone to THRIVE.

T	Trust	We are honest, fair, transparent and accountable. We can be trusted to do what we say we will.
H	High Performing	we get the basics right and what we do, we do well. We manage our business efficiently.
R	Respect	we respect each other and our customers in a diverse, professional and supportive environment.
I	Innovate	we encourage curiosity, we are creative and seize opportunities to grow individually as an organisation and as an area.
V	Value	We continually strive for best practice and ways of improving existing procedures, practices and systems and thereby promoting efficiency and cost effectiveness
E	Empower	we believe in people, will listen, learn and trust them to make decisions. We help people to realise their ambitions.

"Valuing colleagues as individuals and encompassing our different perspectives to deliver our collective ambitions. One West inclusive culture"

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Choose a career that offers you a true sense of achievement, fills you with pride and challenges you in a positive way, everyday.

The benefits of a career at WNC include:

- **People** are at the centre of everything we do. Without our people, we wouldn't be able to deliver services to the people in our community.

- **Ambition** runs through everything we do at West Northants Council, we nurture and develop our people's ambition and willingness to succeed, to continually improve the service we provide to the community.

- **Care** is at the heart of West Northants Council, we care in so many ways; seen and unseen, helping our colleagues and community to thrive.

- **Flexibility** is key, we know work-life balance is critical to wellbeing, so we work hard to make sure our benefits package promotes and improves wellbeing; from annual leave, sick pay, family leave and flexible working, financial security offered by a local government pension scheme and life assurance, and discount schemes which make a difference to your day-to-day life, through to employee helplines offering free legal, health, financial and wellbeing advice and support.

We want you to have balance and be happy.

West Northamptonshire Council