



## JOB DESCRIPTION (JD) AND EMPLOYEE SPECIFICATION (ES) Manager Template

<b>JOB TITLE:</b>	Senior Geospatial Development and Support Specialist		
<b>GRADE:</b>	G9	<b>SERVICE AREA:</b>	ICT
<b>JOB CODE:</b>	RT336SENIG9		
<b>REPORTS TO:</b>	Strategic Geospatial Development and Support Manager	<b>LOCATION:</b>	As reasonably determined
<b>SPECIAL CONDITIONS:</b>	Working outside of normal hours may be required from time to time.  This post is covered by the Government's Code of Practice on the English Language Fluency Duty for public sector workers. The post holder will be required to communicate verbally with customers and provide advice and/or information in accurate spoken English.		

*At Walsall Council, we believe that people are at the heart of everything we do. In our work, the way we listen and respond to our customers and colleagues will determine the way we grow and bring Council's vision to life. To succeed, we must push the boundaries of customer service and added value - outstanding is the new standard and the new routine. Using evidence-based insight into solving problems, managers will create an environment that provides opportunities for all individuals and communities to fulfil their potential. As leaders of people, managers will:*

- Work collaboratively to develop strong working relationships and provide a bridge between the council and the communities it serves;*
- Embrace change and strive for improvement continuously;*
- Provide value for money to ensure services are delivered in a timely fashion, combining sustainability with quality;*
- Challenge the status quo, enable and empower, act with integrity.*
- Together, they will deliver services that the people of Walsall will be proud of.*

### **1. Corporate duties and accountabilities:**

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- A priority for the Council is the protection of vulnerable people, ensuring they are able to live as independently as possible. The post-holder will promote and engage with Council's responsibility to safeguard the welfare of children, young people and adults, and protect their right to be safe from harm.
- Through personal commitment and clear action, the post-holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in

employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.

## **2. Main purpose of the job role:**

This role is instrumental in the provision of application support and development within Walsall Council and will need to:

- To adapt, design and develop large scale ICT Information Systems to meet the needs of the business with particular emphasis on the Corporate Geospatial applications.
- To undertake all application development activities within the council to meet the needs of the business.
- To support all ICT applications and GIS Interfaces throughout the Council
- To provide expert advice and guidance upon the use and exploitation of geospatial information.

## **3. Role specific duties and accountabilities:** *please refer to [role of the manager](#) detail or advice & guidance document*

1. Provide advice, system knowledge and technical expertise to all business areas, project teams and external suppliers and service providers (e.g. managed service providers, consultants).
2. Provide advice and guidance to ICT Account Managers, Solutions Architect and customers with regard to technical specifications and business solutions deciding on what is purchased, from where, at what price and when.
3. Contribute to and support ICT Initiatives for improvement to ICT services
4. Review change requests and assess their impact on the production environment and advise of any foreseen issues
5. Monitor application performance, interfaces and batch processes and deal with identified issues
6. Carry out installation, integration, testing and maintenance of specialist ICT equipment following the quality, asset management and configuration management process.

### **Service Support**

7. Provide support to users, ICT service desk and other ICT officers to resolve routine and complex application service calls including Incidents, Problems and Service Requests.
8. Escalate, as appropriate, all issues with service calls to the relevant third parties, nominated customer contacts, ICT officers, team leaders and managers ensuring that issues are dealt with in

accordance with service levels.

9. Deal with escalations from other Applications Support and Development officers or other ICT officers.
10. Throughout the escalation process, maintain communication with the Strategic Geospatial Development and Support Manager, ICT Team Leaders, Service Desk and Account Managers to ensure that customer expectations are managed. In cases where a Severe Service Disruption (SSD) is identified: follow the agreed procedure, escalate immediately and seek guidance on the appropriate communication channels
11. When designated, act as point of contact for business critical support requirements from the service desk and take ownership for resolution
12. Deal with enquiries and requests for information from authorised sources.

### **Service Change**

13. Provide formal documented response to Customer Service Change Requests in accordance with the ICT procedures
14. Analyse and interpret complex customer requirements and produce High Level Design specifications to a high technical quality.
15. Create detailed technical specifications from High Level Design specification.
16. Build complex application solutions from detailed design specifications.
17. Design and build databases to support applications
18. Design and build/modify interfaces including validation and error correction procedures, processing rules, access, security and audit controls, recovery routines and contingency procedures
19. Undertake thorough testing of all developments against the agreed testing approach before submitting developments for release.
20. Produce and deploy test scripts using agreed methods and standards
21. Report on the outcomes of testing and identify potential improvements to the process and to the software products according to agreed designs and standards
22. Document all development activity and communicate new support processes/ documentation of new functionality to the appropriate ICT teams
23. Manage the process of handover of developments into support.
24. Train main users of a system so that they can train others in their area.
25. Contribute to post-implementation reviews for development activities to determine whether the anticipated benefits are being realised and take action as appropriate.
26. Manage the implementation and release of changes to the production environment
27. Manage projects and ensure that all developments are undertaken to the agreed specification.

### **Management**

28. Supervise and co-ordinate the training and development of the GIS officer/s, Application Support & Development Technicians, Apprentices and other assigned staff. Allocate and monitor the work of a small group of applications officers and assigned staff. Regularly conduct and/or contribute to the APC's of assigned staff.
29. Manage and lead others in the technical resolution of high profile incidents and Severe Service Disruptions such as loss of service of a key application or missing or erroneous financial interfaces.
30. Manage small to medium projects to agreed quality, timescale and budget.

#### **OTHER ACTIVITIES**

1. To develop a broad understanding of the Council's aims and objectives, together with an in-depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities.
2. Prepare reports and on occasion attend scrutiny panels, performance and project boards, CMT and cabinet meetings.
3. To work co-operatively with colleagues within the values of the Council, so as to achieve the aims, objectives, standards and targets of the post and the Council.
4. To independently and effectively deal with enquiries from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post holder's competence.
5. The post holder must, at all times, carry out his/her duties with due regard to the Council's employment policies, with particular reference to Equal Opportunities and Health and Safety.
6. To contribute to the Council's and ICT's continued achievement of quality standards, including but not limited to ITIL and ISO, through individual and team performance improvements.
7. To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan, attend relevant training and to review this, at least annually, with the line manager.
8. Keep abreast of latest technology developments and the ability to assess and propose new or changes to ICT strategies to encompass new technologies and ICT environments.
9. Other duties appropriate to the grade of the post as directed by senior management as required

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#### ***Horizon Scanning***

- Responsibility for the successful development, publication and delivery of GIS mapping on both corporate, internal and external facing websites.
- The post holder requires innovation skills and accountability, to proactively challenge and explore industry developments and market innovations. This is to support efficiencies in customer self-serve and operational improvements that achieve and maximise value for money in line with the Council's vision and values.

- Co-ordinate a range of interrelated services from across the council in a manner that delivers GIS functions in an integrated and collaborative environment, whilst having a commercial mindset for optimising service delivery and maximising efficiency savings.
- Responsible for monitoring the GIS software lifecycle, development, co-ordination and delivery of small to medium long term projects.
- Responsible for the development and innovative use of GIS systems that interrogate and analyse a range of data sets to proactively monitor and support processes in the business
- Responsibility to initiate corrective action as appropriate to ensure service delivery within set timeframes, SLA's and budget limitations.
- Work with stakeholders and partner West Midlands authorities at strategic level to build professional relationships and strong links, exploring opportunities for collaborative working that will bring commercial benefits.

### ***Leading People***

- Manage the effective deployment of the GIS Officer/s role/s, to ensure the efficient delivery of GIS services with a strong focus on Corporate and Directorate priorities in order to maximise contribution to the Corporate Plan and ICT Service Plan.
- To promote and encourage continuing professional development across the workforce. Supporting and encouraging personal training and keeping abreast of industry developments and advances in technology, with a view to identifying and unlocking talent to maximise potential and contribute to a strong multidisciplinary team.
- Responsible for the management and supervision of the GIS Officer/s post/s, including training and development requirements and Annual performance Review monitoring.

### ***Managing Resources***

- Responsible for the sustained development of the corporate GIS applications, iShareGIS, iShareMaps and MapInfo professional. Having substantive knowledge and a detailed understanding on multiple levels, including: the GIS infrastructure, maintenance functions, legislative obligations, corporate objectives; software lifecycle planning; service level agreements, business processes and spatial data asset inventory databases.
- Responsible for legal compliance with GDPR in relation to spatial data formats, including Privacy Impact Assessments of GIS systems and processes to ensure secure data storage, protection against data breaches and data sharing compliance.
- Lead and motivate junior staff, generating an inclusive, open and mutually trusting environment where people feel valued and empowered to ensure services and Council outputs are as effective as possible.
- Allocation and monitoring of work and work packages including performance management of staff, sickness absence management, training and development, and undertaking APC's.

### ***Managing Performance***

- Formulate and develop GIS operational procedures and systems to collate data and intelligence from within the team and service areas across the council, and support the use of this information in an

objective manner for the formulation of policies and strategies that will deliver cost saving benefits and efficiencies across the Council.

- Measure the delivery of professional, high quality GIS service by proactively engaging and participating in national surveys and benchmarking to provide measurable metrics for customer satisfaction.
- Lead and motivate staff, generating an inclusive, open and mutually trusting environment where people feel valued and empowered to ensure services and Council outputs are as effective as possible.

### ***Managing Self***

- The post holder will take responsibility for promoting and developing a confident learning culture by actively managing their own personal and professional development, including membership of professional institutions and acquiring relevant IT/GIS accreditations.
- The post holder will proactively network with key strategic partners and other stakeholders with a view to developing expert knowledge and striving to improve.

### **4. Key Stakeholders and reporting lines**

- Reports to: Strategic Geospatial Development and Support Manager
- Indirect Report to: Commercial & Customer Services Manager, Applications & Digital Manager
- Responsible over: GIS Officer/Apprentices, AS&D technicians, small project teams, Third Party Service Providers.



JOB TITLE	GRADE	
<b>Senior Geospatial Development and Support Specialist</b>	<b>G9</b>	
Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form =A interview=I both=A/I test = T	<b>WEIGHT CODE</b> shows relative importance Low=1 Medium=2 High=3
<b>Behaviours:</b> refer to corporate behaviours document		
<b>Professionalism</b> - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
<b>Leadership</b> - Leads by example, optimising those resources allocated, Communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	A/I	3
<b>Accountability</b> - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
<b>Transparency</b> - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
<b>Ethical</b> - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	I	3
<b>Abilities/Skills:</b> (refer to JE guidance document)		
Able to analyse and interpret complex customer requirements, evaluate options & varied information and present a sound business case	A/I	2
Able to work independently, without ready access to more senior officers, assertively and under pressure in delivering to very tight deadlines and managing conflicting demands	I	3
Able to work with concentrated mental attention for lengthy periods on a range of activities e.g. problem solving, requirements gathering, design, build and test and the full range of software development lifecycle activities	I	3
Able to demonstrate sound systems and technical knowledge across multiple business areas	A/I	2

Able to design, tune and manage relational databases	A/I	3
Able to work in a structured way with skills in time management, capacity and resource planning	A/I	2
Able to work with dexterity and at speed with a high degree of precision when creating data fix scripts, configuring interfaces and associated software.	I	3
Able to identify and resolve ICT problems and deliver projects to provide an effective ICT service	A/I	3
Able to manage projects to agreed quality, timescales and budgets (up to £50K) following and adhering to procurement guidelines	A/I	2
Able to manage and maintain standards with data uploads including maintenance of the Ordnance Survey base mapping data and geo-referencing any additional data sets.	A/I	3
Able to manage and maintain GIS data types (both raster and vector formats) along with key industry supplier contacts to select, procure and process GIS data into suitable formats and types for further analysis. Including the understanding of core GIS principals and data management.	A/I	3
Able to Administer web-based GIS platforms for collation, consolidation and communication of project GIS data. In particular the iShare suite of products.	A/I	3
Able to demonstrate commitment to continuing personal and professional development.	I	1
Able to manage and deal with unanticipated problems some of which may be causing severe disruption to service; demonstrate leadership qualities and be capable of taking a lead role in initiating and delivering to tight deadlines and timeframes	A/I	2
Able to manage own and others workload and performance and consistently meet deadlines and performance targets	A/I	3
Able to work independently, interdependently, assertively and under pressure as a participative member of the ICT team.	I	2
Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, elected members, other stakeholders, contractors and auditors whilst dealing with challenging, emotional or sensitive demands	A/I	2
Able to demonstrate effective and extensive experience of managing, leading and motivating others	A/I	2
<b>Knowledge/Experience:</b> specify type, level and qualitative (not quantitative required); if any.		
Evidence of continuous professional development	I	2
Substantial experience of working in an ICT or similar environment with an extensive knowledge of GIS systems (preferably MapInfo and the iShare) and their associated suite of products in both development and support roles.	A/I	3
Extensive, advanced and in-depth theoretical, practical and procedure knowledge of using GIS APIs and SDK to build and develop applications.	A/I	3



Extensive, advanced and in-depth theoretical, practical and procedural knowledge in at least three of the following development technologies: Excel, MapInfo, MapBasic, MapServer, Open Layers, Geoserver, PowerBi, Python, JavaScript, .NET, Spatial ETL applications (FME) and data manipulation.	A/I	3
Knowledge and proven track record of using the MapInfo and iShare product suite including, experience of data management, processing, analysis and interpretation of spatial data.	A/I/T	3
Knowledge of data protection, freedom of information and data security	I	2
Knowledge of emerging trends in technologies, specifically GIS, and development and support best practice.	I	3
Extensive communication and client engagement skills along with being able to present complex technical issues in a clear and logical way to a wide range of audiences.	A/I	3
Extensive experience of the software development lifecycle and implementing relevant development and support frameworks.	A/I	3
Sound technical knowledge and expertise in the installation and maintenance of all aspects of software development.	A/I	3
Extensive practical experience of delivering GIS software and applications support on a day-to-day basis	A/I	3
Extensive practical experience of dealing with business and ICT representatives with regard to technical specifications and business	A/I	3
Extensive demonstrable ability to identify and resolve complex GIS and wider IT issues and deliver solutions to improve software provision	A/I	3
Experience of the full program development lifecycle	A/I	3
<b>Qualification:</b> Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.		
Qualified by substantial experience within applications support and development environments with specific in-depth knowledge of Geospatial Information Systems or having attained a qualification in GIS/ICT at degree level or equivalent.	A	
<b>Other Essential Requirements</b>		
The ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	I	3
An awareness of, and commitment to, equality of opportunity	I	2
Awareness of, and commitment to, confidentiality and handling data	I	3
Good appreciation of wider local government and relevant national issues	A/I	1
Experience of and the ability to operate within a political environment	A/I	1
<b>Prepared by:</b>	Tracy Lister	<b>Date: 11/02/21</b>