

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS13-2738	Grade M
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Job purpose: Investigate, analyse, design and deliver a significant programme of work which includes managing discrete projects / casework and initiatives affecting services across the council.

Grade M posts are higher in 'Contacts & Relationships' with the requirement to manage a range of contentious and complex issues higher than grade L posts. In addition, these posts may also have responsibility for supervising/overseeing colleagues, or specialist staff across service areas and external partners in a project context and will therefore score higher in 'Supervision & Management' and 'Work Demands' to take account of these responsibilities.

Factor	Relevant Job Information
Supervision and/or Management of People	No full management of a team but will be required to monitor the quality and quantity of the work of others. Will provide advice, guidance and support to colleagues to ensure whole team achievements are met. May be required to project manage a team or specialist staff across service areas and external partners.
Indicative Qualifications	Degree in relevant profession, or equivalent experience/skills. Licence / certificate / qualification required for the role. ITQ 2 or equivalent ICT skills and abilities demonstrating significant experience in related IT systems.
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Organisational expert in the area of specialism. Expert knowledge of relevant policy, systems, work practices, professional guidelines, legislation and a good understanding of emerging developments in the area of specialism. Excellent ICT skills including use of Microsoft applications and specialist systems. Knowledge and experience of developing systems, policies, procedures and / or practices. Good knowledge of the wider sector / external influences. Detailed operational knowledge of systems in terms of functionality, capability and availability. Excellent interpersonal, persuasion, influencing and negotiating skills. Excellent planning and organisational skills, with proven ability to prioritise and co-ordinate workloads, monitor and evaluate work, to ensure deadlines are achieved. Proven ability to apply initiative and strategic awareness to problem solving and decision making. Ability to motivate and lead small teams of specialist staff. Experience of managing projects with service / organisation impact.
Creativity and Innovation	Apply professional knowledge and experience to interpret and recommend policy, resolve complex issues, proactively anticipate problems and deliver solutions which enhance the quality and efficiency of services. Responsible for meeting performance standards within a policy framework and regulatory guidelines. Considerable scope to exercise initiative in taking action - within the boundary of well-defined policies. Contribute to long term strategies. Apply specialist/professional expertise and use judgement to make decisions where solutions are not obvious to meet customer requirements. Will be required to plan over a longer period (a year or more). Lead initiatives to design and deliver improvements and transformation. Manage projects or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance to senior managers and the leadership team on a broad range of complex issues which could be contentious and challenging in nature. Ability to build strong relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Confident and expert at negotiation and advocacy, displaying tact and diplomacy to deal with complex situations. Ability to make difficult decisions to resolve issues and improve service delivery. Regular contacts will include senior managers, leadership team, councillors, external bodies and partners.

	<p>Consult with service users / stakeholders / partners to understand issues and challenges and provide recommendations for solutions.</p> <p>Manage relationships with customers, partner organisations and / or suppliers – monitor inbound and outbound service levels: discuss operational issues with partners.</p> <p>Lead professional and point of contact to provide technical specialist solutions.</p> <p>Apply good judgement, sensitivity and diplomacy required in all dealings with others.</p> <p>Be a representative on behalf of the service area / council internally and / or externally.</p>
Decisions – Discretion & Consequences	<p>Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation.</p> <p>Use initiative to manage responses to complex business / technical issues within the service. Make business decisions based on up to date specialist knowledge and analysis.</p> <p>Contribute to developing council strategy within the service area.</p> <p>The consequences of the decisions will have a significant effect across the organisation.</p> <p>Drive and delivery complex work programmes within or across specialist areas to meet established operational targets.</p> <p>Develop, implement, maintain and manage complex systems, policies, procedures and / or standards within specialist area whose outcomes can affect council wide approaches / business.</p> <p>Review the functionality of these in response to either internal or external drivers. Recommend and implement changes as required to meet organisational needs.</p> <p>Research, manage and evaluate complex information / data / feedback.</p> <p>Identify and interpret organisational issues, trends and problems which may have a broad impact both within the organisation and for partner organisations.</p> <p>Identify and recommend solutions where service delivery / business / performance risk has been identified. Lead initiatives to design and deliver improvements and transformation.</p> <p>Monitor and report on service standards as required.</p>
Resources	Little or no responsibility for physical or financial resources.
Work Demands	Work subject to interruptions and deadlines, involving changing problems, circumstances or demand.
Work Environment	Office based but may involve some travelling to other council buildings.
Our Identity	<p>Our Identity sets out who we are and provides a shared understanding of how we are all expected to lead, work and act with each other, our partners and our residents to deliver our services and build stronger communities. They enable us to continually evolve and adapt to meet the changing needs of our residents and ensure that we continue to deliver great services and make a difference to the people of Wiltshire.</p> <p>All of us are expected to demonstrate the seven elements of Our Identity in how we work to shape and create the organisation we want to be part of. It should influence our decisions, activities, projects and ways of working.</p>
Skill Profile	To be demonstrating level 2 “advanced” across the skill area of communication & customer service.
Health & Safety	All employees are required to carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to their line manager.
Equalities	Wiltshire Council is committed to ensuring employees do not discriminate against colleagues, suppliers or third parties at work or harass or victimise others. Incidents of discrimination at work are taken seriously and employees are encouraged to report incidents via their manager or anonymously via the whistleblowing policy .
Authority to work in the UK	All employees must have the legal authority to work in the UK. Non-UK nationals must have the relevant approval to work in the UK from the Home Office. Copies of any relevant documents provided as proof of right to work are retained for our records; by providing these proofs the council will treat this as consent.

The above profile is intended to describe the general nature and level of work performed by employees in this role and does not detail a list of all duties and responsibilities. The council reserves the right to amend this role profile, as necessary.

ROLE DESCRIPTION

Role description:	Automation Engineer	
Role profile family:	Manager	
Role profile number and grade:	OS13-2738	Grade M
Number of posts:	2	
Service/Team:	ICT / Automation and Integration Team	
Reports to:	ICT Product Owner (Automation & Integration)	

Job Family overview

Manager job family overview:

For the lower grades it is the expectation that the role will be to support remote team working and management is for the day to day responsibilities of the team.

For the higher grades full accountability of all elements of management of a team of staff including accountability for quality and quantity of work. This includes, but is not limited to the following:

- The team is competent, effective and motivated
- Work is effectively delegated and delivered to the required standards
- Appraisals are undertaken for all staff within the team
- Effective team meetings and one to one meetings take place regularly
- Recruitment, induction, development, employee relations and all HR processes and planning are completed to the required standards and timescales

Service / function Context

As an ICT Service, our primary purpose is to empower staff through technology. In order to achieve this and support the corporate goals, IT needs to work, all the time, and every time. IT solutions need to be delivered quickly and issues resolved quickly. IT needs to be simple; complexity adds risk and makes solutions difficult to use and to support. ICT has a responsibility to ensure that the data and information held by the council in our systems, is kept safe and confidentiality is maintained where required, that data maintains its integrity and that it is available for use by those who have the appropriate permissions to access it.

Our Mission is to build and maintain a high quality technical and applications infrastructure that supports the organisation's front-line services and enables them to provide cost effective and efficient services to the people of the county of Wiltshire.

Job Purpose

Posts within the Automation and Integration team will enable the Automation of business processes using appropriate Low Code solutions alongside automation toolsets to improve the services delivered to both internal and external customers. By utilising Systems Analysts to gather and document requirements, Engineers will build innovative technical solutions using the Low Code platform, automation software, and integration tools using either existing API's or building new ones to link business systems together. This will support increased data insights and increased efficiency in data flow around the organisation.

An Automation Engineer will carry out the following tasks applying technical knowledge in the areas of automation development and support:

- Lead on the documentation of automations, ensuring they are appropriately designed and documented to standard design principles defined by architecture and the Product Owner enabling them to be transitioned into support.
- Take the lead on product estimation, planning and priorities within the agile framework.
- The post holder is expected to problem solve any complex issues that arise during development and support and implement changes following the change control process.
- The post holder will be expected to stay current with automation technology trends, with research and self-learning to keep skills relevant and adhering to best practices.

Technical roles require creating creative and innovative solutions where solutions do not exist to meet requirements. In this instance the post holder will be required to create new technical approaches, techniques and methodologies that do not currently exist in order to:

- Take responsibility for the development and delivery of new solutions to automate existing or new council processes, interpreting customer requirements and system analyst documentation to deliver reliable solutions to aid council service delivery.
- Pioneer creative problem-solving strategies for highly technical issues occurring during the development phase of an automation.
- The postholder is responsible for guiding and providing expertise in new and emerging technologies within the Microsoft 365 and Robot Process Automation sectors.
- Working with the Product Owner, contribute to the Product team's Automation strategy, providing automation technical expertise for future direction.

The post holder will be expected to work closely in an influential fashion to:

- Take a lead role in aspects of the project development, leading small development team with planning work, development and testing through delivery.
- Take a lead role in managing 3rd party suppliers and ICT staff who are responsible for the maintenance and updates to the automation infrastructure.
- Take a lead role during the initial stakeholder engagement during the requirement gathering phase with staff across the organisation up to HoS level, providing specialist technical knowledge for the feasibility of automating business requirements.

- Build, manage and maintain relationships with customers up to HoS level during the development phase, leading on daily catchups and product demonstrations.

The post holder will be required to make decisions with impacts including but not limited to:

- Deputising for the Product Owner as required, providing technical expertise and knowledge in the delivery of a new product when liaising with stakeholders.
- Pro-actively monitor the product-set using analytics as part of the continuous improvement process, identifying, and recommending improvements to the Product Owner and stakeholders.
- Due to the nature of the role, the postholder will have controlled access to core business records including HR records, financial and customer information. Caution and diligence are essential when handling this data as any mishandling could result in data breaches or data leaks which could impact on the council's reputation and ability for services to run.
- Evaluate enterprise automation technologies providing expertise in architecture in future direction and strategy for the council.

Specific requirements for this post:

- N/A

Person Specification

Specific qualifications, knowledge, and skills required for this role:

Essential

Education and qualifications

- Educated to degree level, professional qualification or equivalent in a related discipline or equivalent relevant experience.
- ITIL 3 Foundation qualification.

Technical skills

- Significant experience working with Robotic Process Automation development.
- Significant experience of the full life cycle of automation development.
- Significant experience in fixing faults following change control procedures.
- Significant experience working with Powershell.
- Significant Experience of Agile delivery methods and software practices.
- Ability to understand business requirements and translate them into technical requirements.
- Excellent troubleshooting skills.

Personal skills

- Excellent analytical and problem-solving skills with the ability to grasp new concepts quickly and able to understand, assimilate and interpret, present and communicate information

effectively.

- Excellent communication and customer service skills, with the ability to translate between technical and non-technical.

Desirable

Technical skills

- Experience in working in an Agile development environment.
- Experience with Agile Project Management Tools such as Azure DevOps.
- Experience with Azure DevOps Pipelines.
- Experience working with Azure.
- Experience with PowerShell or development languages such as C#.

Career graded posts

This post does not form part of a career grade.

Supporting information

Driving classification	
Occasional driver A valid UK driving licence is not required. Occasionally may need to travel to different locations in order to undertake the duties of the role.	<input checked="" type="checkbox"/>
Regular Driver Must hold a valid UK driving licence and have access to either their own car or a pool car in order to undertake the duties of the role, unless other forms of transport are available and viable to perform the role, including public transport, or unless a reasonable adjustment has been agreed.	<input type="checkbox"/>
Required Driver Must hold a valid UK driving licence and will drive a vehicle supplied by the Council in order to undertake the duties of the role. Employees should refer to the Corporate Driving at Work policy for further information.	<input type="checkbox"/>

Driving trigger points			
The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.			
Trigger Points	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action	
Points on driving licence	6	9	
Trigger Points	Discussion and advice on expected driving standards	Corrective Driver Training Course or further action	Additional corrective training if appropriate or further action
At fault accidents within a two-year period (whether work or personal)	1	2	3
Job applicants who drive must have 9 or less points on their driving licence and must have less than 4 at fault accidents within a two-year period. If they meet the trigger points, they will be subject to the actions outlined in the table above.			
If holding a valid licence, occasional drivers will need to declare penalty points and no-fault accidents as requested. Depending on the role, decisions as to whether this might either affect appointment or require corrective driver training, will be made case by case.			

Political restriction	
This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election as a member of parliament, as a member of the Scottish or Welsh Parliaments, or a local councillor. The job holder is furthermore not permitted to canvass on behalf of a political party or a person who is already, or who seeks to be, a candidate. In addition, they may not speak to the public or publish any written or artistic work that could give the impression they are advocating support for a political party.	<input type="checkbox"/>
This role is not politically restricted.	<input checked="" type="checkbox"/>

Professional fees and related occupational costs	
As part of this role, or to support professional development, the job holder is required to be a member of a professional body or association. The job holder is responsible for payment of all professional fees, memberships, registrations or subscriptions and no reimbursement or contribution towards these will be provided by the council.	<input type="checkbox"/>
This role does not have any professional or occupational membership requirements.	<input checked="" type="checkbox"/>

Clearances – Disclosure & Barring Service (DBS)	
This role will be engaged in 'regulated activity' providing specific services relating to children or vulnerable adults and is subject to a Disclosure from the Disclosure and Barring Service.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require an Enhanced DBS check before appointment can be confirmed.	<input type="checkbox"/>
This role is exempt from the Rehabilitation of Offenders Act 1974 and will require a Standard DBS check.	<input type="checkbox"/>
The role requires a Basic DBS check to check for convictions and cautions that are considered to be unspent under the terms of the Rehabilitation of Offenders Act 1974.	<input type="checkbox"/>
This role is not subject to a Disclosure from the Disclosure and Barring Service in order to undertake the duties of the role.	<input checked="" type="checkbox"/>

Clearances – Baseline Personnel Security Standard (BPSS)	
This role requires access to the UK government Public Services Network (PSN) and is subject to a BPSS check	<input type="checkbox"/>
This role is not subject to a BPSS check	<input checked="" type="checkbox"/>

Clearances – Non-Police Personnel Vetting (NPPV)	
This role requires working in partnership with the police, and/or having access to Police related systems and is subject to a NPPV check at level 2* . (*regular access to police premises and police information, intelligence and financial or operational assets. Occasional access to those deemed 'secret').	<input type="checkbox"/>
This role requires working in partnership with the police, and/or having access to Police related	

systems and is subject to a NPPV check at level 3 (*regular unsupervised access to police premises and/or access to police information and/or information systems and/or hard copy material either on police premises or by remote access up to “secret” level. A level 3 includes a check on you, your spouse/partner, co-residents, and all family members).	<input type="checkbox"/>
This role is not subject to a NPPV check.	<input checked="" type="checkbox"/>

Safeguarding	
For all roles within Children’s Services. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input type="checkbox"/>
For all roles within Adult Social Services. Wiltshire Council is committed to safeguarding and promoting the welfare of vulnerable adults and all staff working for the council are expected to share a commitment to this. You will be expected to report any concerns relating to the possible abuse of a vulnerable adult in accordance with the agreed interagency safeguarding adults’ procedures. If your own conduct in relation to the safeguarding of vulnerable adults gives cause for concern, the council’s agreed interagency safeguarding adults’ procedures will be followed, alongside implementation of the council’s disciplinary procedure. The job holder is accountable for their safeguarding of vulnerable adult responsibilities to their line manager.	<input type="checkbox"/>
For all other roles within the council. Wiltshire Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and all staff are expected to share this commitment. You will be expected to report any concerns relating to the safeguarding of children, young people or vulnerable adults in accordance with agreed procedures. If your own conduct in relation to the safeguarding of children, young people or vulnerable adults gives cause for concern, the council’s agreed child protection/vulnerable adults protection procedures will be followed.	<input checked="" type="checkbox"/>