

ROLE PROFILE

Job family	Organisational Support	Role profile number	OS12-2676	Grade L
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Job purpose: Lead, develop and maintain the most appropriate solutions for a complex work area within and across service areas.

Grade L posts are higher in 'Decisions' with the requirement to set working standards/practices and to lead on initiatives to design and deliver service transformation. These posts are also higher in 'Knowledge & Skills' requiring a relevant post graduate professional qualification and/or significant relevant experience at a technical/professional level within a related specialist field

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.
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. Professional qualification in area of specialism (or equivalent experience)
Knowledge and Skills	Significant relevant professional experience post qualification in a similar work environment. Expert knowledge 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 lead 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) and contribute to long term strategies. Lead initiatives to design and deliver improvements and transformation. Lead projects, or contribute to larger organisation wide programmes.
Contacts and Relationships	Provide advice and guidance on complex issues which could be contentious and challenging in nature. Ability to build relationships and engage successfully with colleagues /partners /customers / contractors and suppliers. Negotiation showing tact and diplomacy to deal with conflicting requirements or opinions and the ability to make decisions on the most appropriate action to reach an acceptable conclusion. Regular contacts will include: senior managers, leadership team, councillors, external bodies and partners. Liaise with and/or advise senior members of staff regarding service issues, problems and processes. Be a representative on behalf of the Service area / Council internally and / or externally.
Decisions – Discretion & Consequences	Decisions lead to the setting of working standards and important procedures for the service area which have an impact across the organisation. Use initiative to manage responses to complex business / technical issues within the service.

	<p>Make business decisions based on up-to-date specialist knowledge and analysis. Contribute to developing council strategy within the service area. The consequences of the decisions will have a significant effect across the organisation. 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. 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. 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 at times may be competing demands of work priorities.
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>
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-EU nationals must have the relevant approval to work in the UK from the UK Border Agency. Copies of all documents provided as proof of identity 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:	Senior GIS Engineer	
Role profile family:	Organisational Support	
Role profile number and grade:	OS12-2676	Grade L
Number of posts:	2	
Service/Team:	ICT Service Delivery	
Reports to:	GIS Manager	

Job Family overview

Organisational support job family overview:

Delivery of services to support the Council and its partners in longer term; corporate compliance, contracting, planning, performance, policy and strategy.

- Focus on the business and service infrastructure of the Council and its partners to ensure effective management and proper compliance
- Advice and services rendered will generally be accepted as authoritative and recommended practice
- Specialist area and/or management knowledge
- Understanding area concepts and plans
- Defining implications of external influences and trends
- Shaping of Council responses including service plans/strategies & policies
- Definition & management of strategic planning processes
- Monitoring and reporting of performance

Service / Function Context

The overall responsibilities of the service/function are:

As an ICT Service, our primary purpose is to ensure that services get the **right information, to the right people, in the right place, at the right time**. 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

Senior GIS engineers play a key role in the design, development and implementation of Geographic Information Systems (GIS) solutions within the organisation. Leveraging their expertise in GIS technology and spatial analysis and supported by the GIS manager this role will lead GIS projects, collaborate with cross functional teams and drive the development of geospatial solutions to support the organisation.

Working with GIS engineers the role will lead in the delivery of complex GIS projects, developing innovative solutions, and providing technical expertise to support the organisations spatial data infrastructure and decision-making processes.

Senior GIS engineers will be responsible for the Councils Geographical Information System (GIS) services and have expertise in the full suite of ESRI products and be familiar with the integration of GIS into core business applications. They will have expert technical skills to be able to maintain GIS software and hardware installations and also be able to support GIS upgrades and vendor requirements where needed.

Every service delivered by Wiltshire Council is delivered to a specific location (such as an individual address), or within a given area (such as a planning constraint having defined geographical boundaries). Therefore, every Wiltshire Council service is reliant on the provision of accurate, up-to-date and reliable geographic information. This role will be expected to follow the GIS standards, maintaining a consistent approach across the estate.

Specific duties and responsibilities include:

- Lead on GIS migration projects when implementing new solutions to the estate
- Lead with developing and maintain GIS specifically for projects such as the replacement planning system etc.
- Liaise with solution vendors in regard to new systems, upgrades, new versions and implementations ensuring integrations are seamless
- Complete GIS testing activities (functional, throughput, failover etc.), including liaison with appropriate stakeholders and a risk based approach to the deployment of changes on the GIS infrastructure minimising business disruption
- Undertakes work of highly specialised nature, which require in depth, detailed knowledge of the technical environment, including developing GIS applications for new uses i.e. Business Intelligence, and then build and implementation of new solutions
- Undertake spatial analysis and modeling to derive actionable insights from geospatial data. Apply statistical techniques, machine learning algorithms and geospatial analytics methods to analyse spatial patterns, trends and relationships to support decision making.
- Define, document and carry out the lead role for GIS project work (with limited budget, some core dependencies and some strategic impact). This requires a level of knowledge in not just

- technical tasks but also co-ordination of others, maintaining excellent communications with peers and management and keeping the project work within the current strategic direction
- Maintaining the accuracy and integrity of ICT systems and continually improving the central repository for knowledge about our systems, processes and developments, ensuring this information is available across the ICT Service.
 - Work across ICT using the GIS standards for the estate, including alongside architects to ensure these standards are consumed within architectural designs ensuring consistency across the estate such as the consumption of Web Mapping Services (WMS)
 - Respond to requests for information from ICT Security, HR and IG in relation to potential breaches in security/HR Policy and take action in accordance with relevant policies.
 - Providing 3rd line technical support services for the Councils ICT and information assets. This duty will include routine maintenance operations, troubleshooting major incidents and related to the GIS implementations. This will require expert technical knowledge and the ability to make effective decisions quickly and with authority.
 - Performing triage on large scale incidents and service failures related to new projects, to diagnose root cause and then determine the optimum process for a workaround and permanent fix in relation to GIS
 - Troubleshooting GIS issues arising with solutions still in the project phase
 - Required to make decisions without reference to a manager with regards to resolving major GIS system issues
 - Making decisions and implementing them to interpret ICT policies with regards to addressing extreme losses of service in relation to GIS.
 - In addition to the above the role holder will also need to provide detailed documentation to enable support of the new GIS applications and ability to share knowledge to 1st and 2nd line support.
 - Design, develop and implement systems and databases to access and store geospatial data

Person Specification
Specific qualifications, knowledge, and skills required for this role:
Essential
<p>Education and Qualifications</p> <ul style="list-style-type: none"> • Educated to Degree level or have appropriate working experience • Including a degree or postgraduate qualification in GIS, Geography or Computer Science. • Industry qualifications such as Enterprise Geodata Management Professional 2201 or ESRI Enterprise Administration 2201 or other relevant GIS certifications that demonstrate an expertise in GIS software tools and spatial analysis. • Proven expertise in working with ESRI technology <p>Technical Skills</p> <ul style="list-style-type: none"> • Expert in ESRI technologies and a good working knowledge of integrating GIS into core business systems such as planning. • Experience of installing configuring, maintaining and supporting ESRI GIS from a 3rd level

perspective including mobile solutions

- Expert knowledge of ArcGIS server technology
- Experience of GIS migration work through the implementation of new systems
- Proven knowledge and experience relating to the importance of testing and writing test scripts
- Experience of planning systems and processes and the integration of GIS into such systems
- You will need to have experience of working with ESRI Enterprise Geodatabases
- Knowledge of spatial analysis techniques, geoprocessing tools, and spatial data standards.
- Excellent problem-solving, analytical, and communication skills.
- Proven experience of troubleshooting within a corporate environment
- Expert knowledge and experience of troubleshooting within a corporate environment

Personal Skills

- Experience of dealing with customers at all levels across the organisations
- Excellent listening skills to understand exactly what customers require
- Ability to use initiative to ensure the continued provision of ICT to council services
- Ability to work collaboratively and across teams to ensure high standards of customer service are achieved.

Desirable

- ITIL v3 or v4 Foundation qualification
- Prince 2 Foundation – Project Management qualification
- Vendor management
- Problem management techniques e.g. RPR
- R or Python programming languages
- HTML, CSS, JavaScript programming languages
- Mapping languages

Supporting information

Driving classification	
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>Employees should refer to the Corporate Driving at Work policy for further information.</p>	

Driving trigger points			
<p>The trigger points set out below, regarding driving licence points and at-fault accidents, apply to all staff who drive on council business.</p>			
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
<p>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.</p>			
<p>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.</p>			

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 an MEP, as a member of the Scottish or Welsh Parliaments. The job holder is furthermore not permitted to canvas 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 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 GCSX network and is subject to a BPSS check	<input checked="" type="checkbox"/>
This role is not subject to a BPSS check	<input 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 Level 3 check	<input checked="" type="checkbox"/>
This role is not subject to a NPPV check	<input type="checkbox"/>

Safeguarding	
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input type="checkbox"/>
<p>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.</p>	<input checked="" type="checkbox"/>