

Job Description and Person Specification

ICT Operations Analyst

Job Details	
Grade	GRD4
Service	Operations Team
Location	City Wide
Job Evaluation Code	P1509D

About Coventry City Council
We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation: Open and fair: We are open, fair and transparent. Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be. Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing. Create and innovate: We embrace new ways of working to continuously improve the services we offer. Own and be accountable: We work together to make the right decisions and deliver the best services for our residents. Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose
As an ICT Operations Analyst, you will play a pivotal role in enhancing the governance and administrative processes within our Digital Services. Your expertise will ensure the effective management of ICT systems, safeguarding data integrity and compliance with Data Protection guidelines. You will be instrumental in optimising service delivery, prioritising tasks and fostering excellent relationships with both team members and customers. Your innovative approach will contribute to continuous improvement, maintaining our commitment to excellence in public service for the citizens of Coventry.

Main Duties & Key Accountabilities

Maintaining current knowledge of governance and compliance for ICT & Digital Service
Enhancing systems and procedures for service adaptability, including quality management
Undertaking project activities and data analysis to support ICT & Digital Service customers
Supporting financial administration, including order processing and invoice management
Coordinating and managing events for ICT & Digital Service, including supplier meetings
Communicating effectively with all levels of colleagues and service users
Being accountable for decisions and actions in technical and financial areas
Influencing stakeholders based on specialist knowledge and Council objectives
Advising on standards, methods, tools, and applications in ICT specialism
Analysing and evaluating work against time, cost, and quality targets
Keeping skills updated and maintaining industry awareness, committing to the sharing of business and technical knowledge
Advising on continuous operational improvement opportunities

Key Relationships

External:	Suppliers of digital solutions.
Internal:	Digital Services, Audit, Legal, Information Governance.

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

None.

Person Specification

Requirements

Knowledge	Have a comprehensive understanding of Local Government services, particularly ICT services, and Data Protection guidelines
	Possess knowledge of various office systems and procedures, including a robust understanding of ICT in an office setting and Microsoft applications
Skills And Ability	Be able to organise and prioritise workloads effectively within a team environment
	Have excellent communication skills to establish and maintain effective working relationships and deliver customer-focused services
	Be able to demonstrate creativity and innovation in governance and compliance administration to improve the organisation
	Possess the ability to write and review both technical and non-technical documentation clearly and concisely
	Be able to handle confidential information with the appropriate level of discretion and sensitivity
	Possess a good standard of numeracy and literacy
	Be able to manage a varied and demanding workload within tight deadlines, ensuring high-quality outcomes
Experience	Be experienced in assessing options for process improvements and prioritising tasks efficiently
	Have experience in addressing complex enquiries from a diverse range of individuals and resolving

	issues effectively
	Be experienced in using a variety of ICT solutions and systems within a dynamic work environment