

## **Job Grading Review**

CIRIT Lead Data Analyst (Grade D) to be developed into an Investigations Directorate Senior Data Analyst (Grade E)

### **1. Summary**

The Investigations Directorate Senior Data Analyst role is a **new role** AT Grade E that has evolved from an existing role of CIRIT Lead Data Analyst at Grade D. The uplift in the Grade from D to E will be created using existing departmental funding from the budgeted FTE Lead Data Analyst post and underspends in 2 x vacant Apprentice posts at Grade C.

The creation of this post will reflect the level of work currently undertaken by the Lead Data Analyst post holder and the continued level that they will be required to operate at which is assessed as at Grade E. This will also bring us in line with other ICO departments and similar data / intelligence functions within other regulators. This will allow us to continue to grow expertise within the team and develop a stronger Data analysis profession.

The Investigations Directorate Senior Data Analyst post is distinct from existing posts due to the level of data experience/expertise required. The post holder will need to already have 2-5 years' experience in data analysis with completion of formal training in analytical and reporting software such as Excel and Power BI to intermediate level and use this to lead on particular tasks as required. They will be expected to mentor and support staff at lower grades to share this experience and provide greater professionalism, rigour and consistency in how we conduct our work. This post should enable Investigations Directorate Team Managers (at the same grade) to provide greater focus on developing their respective functions and team members (no changes are proposed for the Investigations Directorate Team Manager job description).

### **2. Background**

#### **2.1 The evaluation process**

This grading review has been led by Dean Holden, the Head of Investigations (CIRIT), with input from /review by Group Managers within the Investigations Directorate.

#### **2.3 Background to the post and details of job content**



Initially a Lead Data Analyst post was created at Grade D specifically within CIRIT. The role was responsible for providing direct support specifically to the team and ICO's Intelligence Department to monitor our **cyber intelligence** requirements under UK GDPR and NIS Regulations and to ensure they remain current and relevant. The Lead Data Analyst was also responsible for developing existing **information sharing arrangements** with key partner agencies. The role also changed to leading, managing and implementing **data related / reporting processes** including documentation where there isn't any and changing current processes in need of improvement.

The role is now responsible for **managing team projects, setting clear objectives**, ensuring **outcomes are delivered and disseminated** effectively. Also to liaise with other ICO departments to build, share and act upon relevant data analysis regarding **data controllers**, including participation in cross office groups and tasking and coordinating activities, where required.

The Investigations Directorate Senior Data Analyst will be responsible for leading on investigative, preventative, **tactical and strategic data analysis** as required. They will be responsible for the development of high-quality products and **communicating them to staff at all levels** to inform decision making. They will use their existing experience of data analysis to continually **improve the quality of the products** we produce, and to mentor and develop other members of staff within the department.

The job description and person specification can be found in **Annex A**.

A paper setting out the background to the proposed changes can be found at **Annex B** (including EDI considerations, alignment with ICO25, risks and consultation).



### 3. Comparison to generic job level descriptors

#### 3.1 Qualifications and experience

Level D	Level E	Level F	Closest match
Degree or equivalent and possibly qualified or part-qualified professional qualification	Degree or equivalent and possibly qualified or part-qualified professional qualification	Degree or equivalent and possibly qualified or part-qualified professional qualification	D/E/F
<b>Commentary</b> Match	<b>Commentary</b> Match	<b>Commentary</b> Match	
Would typically have 2 – 3 years' relevant experience. Alternatively, school leaving qualifications with significant relevant experience.	Likely to have up to 5 years' relevant experience	Fully experienced i.e. likely to have 5 years+ relevant experience	E
<b>Commentary</b> No Match	<b>Commentary</b> Match – requirement to have a minimum of two years experience gained from working in an intelligence analysis environment (may well have more).	<b>Commentary</b> No match – not required to hold more than 5 years experience (although this is, of course, possible).	
Developing broad knowledge within the function, or depth of knowledge within specialist area of service delivery or practice	Broad operational knowledge within the wider function or a commanding operational knowledge in their specialist area of service delivery or practice	Strong and confident in their operational knowledge across the entire function or in-depth knowledge in their discrete specialism	E/F
<b>Commentary</b> No Match – post holder will be required to already have significant knowledge of intelligence ways of working and be able to apply these broadly.	<b>Commentary</b> Match – post holder will have significant knowledge of data analysis ways of working and be able to apply these broadly.	<b>Commentary</b> Match – post holder will have significant knowledge of data analysis ways of working and be able to apply these broadly.	
No criteria	Experience within functional area may be more important than professional qualification	Experience within functional area may be more important than professional qualification	E/F
<b>Commentary</b> N/A – no criteria.	<b>Commentary</b> Match – completion of accredited training is desirable, but relevant criteria on the job description can be	<b>Commentary</b> Match – completion of accredited training is desirable, but relevant criteria on the job description can be	



	demonstrated through equivalent experience.	demonstrated through equivalent experience.	
--	---	---	--

### 3.2 Autonomy and decision making

Level D	Level E	Level F	Closest match
Freedom to act within clearly defined framework	Freedom to act within specialism (e.g. service delivery or practice area), usually within a clearly defined framework	Autonomous decision-making within the specialism, albeit usually within an overall framework (internal, e.g. policies and procedures, or external, e.g. legislation or case law).	
<b>Commentary</b> No match – an analytical approach to problem solving is required. The post holder will need to work beyond existing frameworks.	<b>Commentary</b> Match – the post holder will be expected to lead and oversee specific areas of data analysis work, acting with some autonomy, although still subject to Group Manager quality assurance and oversight.	<b>Commentary</b> No match – some autonomous decision making, but still with Group Manager oversight and quality assurance.	E
Will make operational decisions within policies and procedures in line with knowledge and experience but will typically refer upwards on more complex issues	Makes operational decisions based on broadly defined policies and procedures	Decision –making may be underpinned by considerable case investigation, audit or analysis	
<b>Commentary</b> No Match – The role is required to engage with complex issues and make recommendations for regulatory activity.	<b>Commentary</b> Match - the role is responsible for making recommendations for regulatory activity and for other operational decisions relating to compliance.	<b>Commentary</b> Partial match – Recommendations made within products by the post holder will be made based on considerable analysis. However, these will still be subject to quality assurance/oversight by the Group Manager.	E



A capacity to deal with non-routine / complex issues requiring good problem solving and analytical skills	A capacity to deal with complex issues and good problem solving and analytical skills are essential	Professional judgement is a key feature of roles at this level, albeit peer or line manager review is readily available	E/F
<b>Commentary</b> No match – E and F descriptions are a better fit.	<b>Commentary</b> Match – The ability to apply an analytical approach to problem solving is essential.	<b>Commentary</b> Match – post holder will be expected to apply their analytical experience.	
In specialist functions, a capacity to develop creative solutions to technical or complex problems	Some novel or complex issues would be referred to other specialist areas for advice or decision	Requires interpretation and application of higher policy	D/E
<b>Commentary</b> Match – It is very important that the role holder has the capacity to develop creative solutions.	<b>Commentary</b> Match – role holder would be expected to lead on and oversee complex analysis, but to defer to subject experts elsewhere for advice and decisions.	<b>Commentary</b> Partial match – interpretation will be required, but not application as this will be for those acting on recommendations made.	

### 3.3 Interfaces and liaison

Level D	Level E	Level F	Closest match
Internal interfaces with operational line managers and occasionally senior managers outside their function	Internal interfaces with operational line managers and senior managers both within and outside their function	Internal interfaces with operational line managers and senior managers both within and outside their function	E/F
<b>Commentary</b> No match	<b>Commentary</b> Match – routine contact with staff at all levels required.	<b>Commentary</b> Match – routine contact with staff at all levels required.	
Routine external contact with suppliers, peers within stakeholders and other external organisations	External contact is generally routine e.g. with suppliers, contractors, and key stakeholders, with some high profile or at senior levels	Influences external stakeholders	D/E



<b>Commentary</b> Match – postholder will be expected to have routine contact with external intelligence stakeholders.	<b>Commentary</b> Match – postholder will be expected to have routine contact with external data analysis stakeholders.	<b>Commentary</b> Partial match – some influencing required, for example to develop new data analysis relationships.	
May receive contact from high profile or senior employees within external organisations.	No criteria	Responds to media and external/ public body enquiries and requests for comments. Communications lead within a specialist area	D
<b>Commentary</b> Match – may receive contact from high profile or senior employees within external organisations	<b>Commentary</b> N/A – no criteria	<b>Commentary</b> No match – no requirement to respond to such enquiries	
Participates in ICO-wide projects, possibly taking a lead role for their area of expertise.	Participates in ICO-wide projects, taking a lead role for their area of expertise	Leads significant projects within specialism, possibly drawing in external stakeholders, or contributes to broader based project teams	D/E/F
<b>Commentary</b> Match – Routinely participating in ICO-wide projects, acting as data analysis lead.	<b>Commentary</b> Match – Routinely participating in ICO-wide projects, acting as data analysis lead.	<b>Commentary</b> Match - leading on data analysis initiatives nationally and internationally, leading on specific departmental projects as required.	

### 3.4 Strategic input

Level D	Level E	Level F	Closest match
May contribute to functional strategy relating to specialist area	Uses specialist knowledge to inform and contribute to functional strategy	Contributes to functional strategy, taking the lead for their specialism	D/E
<b>Commentary</b> Match - post holder expected to develop and implement new process and procedures, working with Investigations Team Managers and Group manager.	<b>Commentary</b> Match - post holder expected to develop and implement new processes and procedures, working with Investigations Team Managers and Group manager.	<b>Commentary</b> No match – Group Manager level will retain overall lead for specialism.	



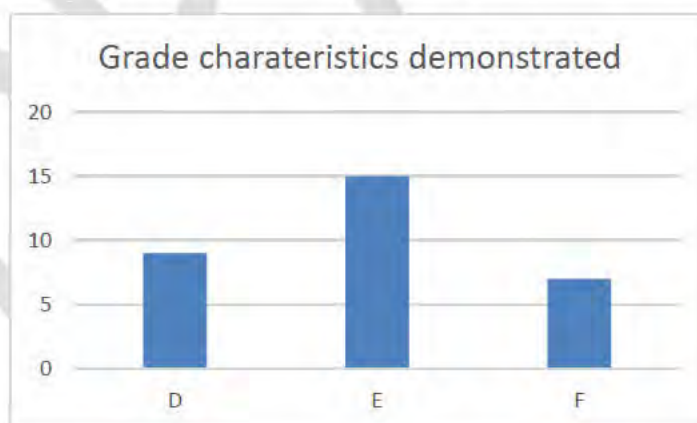
No criteria	Applies policy and develops processes to deliver strategic goals	Develops and applies processes to deliver strategic goals	E/F
<b>Commentary</b> N/A	<b>Commentary</b> Match - post holder expected to develop and implement new processes and procedures, working with Investigations Team Managers and Group manager.	<b>Commentary</b> Match - post holder expected to develop and implement new processes and procedures, working with Investigations Team Managers and Group manager.	
Implements and possibly adjusts processes to local need, in order to deliver strategic goals.	No criteria	In smaller functions, may take the lead on functional strategy for a specialist area	D
<b>Commentary</b> Match - implements and adjusts data analysis processes.	<b>Commentary</b> N/A - no criteria	No match – Group Manager (or Departmental Head) responsible for lead on functional strategy.	

### 3.5 Resource management

Level D	Level E	Level F	Closest match
Unlikely to have any significant staff management responsibilities	Typical roles will have management responsibility for a small team or will co-ordinate activities of external contractors	Manages a team of specialists, either directly or through Team Leaders	D
<b>Commentary</b> Match – no line management responsibility is normally held by the role holder.	<b>Commentary</b> No match – no line management responsibility and no expectation on co-ordination for external contractors.	<b>Commentary</b> No match	
In some specialisms, may manage a small operational team or external contractors	May manage a large operational team through team leaders, requiring effective leadership and management skills	No criteria	N/A
<b>Commentary</b> No match	<b>Commentary</b>	<b>Commentary</b> N/A – no criteria	



	No match - no management responsibility.		
May monitor budget spend on specific projects or for a particular area within the function	May be accountable for budget spend on specific projects or for the budget of a small service/support function	May recommend budget for area of responsibility and be accountable for budget spend within specialist area	<b>D/E</b>
<b>Commentary</b> Match – very limited budgetary responsibility but may be required to monitor/be accountable for spend on some project work and report to Group Manager or Departmental Head.	<b>Commentary</b> Match – very limited budgetary responsibility but may be required to monitor/be accountable for spend on some project work and report to Group Manager or Departmental Head.	<b>Commentary</b> No match – no wider budget responsibility or role in recommending budgets.	
No criteria	The job holder may be the recognised number 2 in a specialism and/or cover for their boss during periods of absence	No criteria	<b>E</b>
<b>Commentary</b> N/A – no criteria	<b>Commentary</b> Match – will be required to support Group Manager alongside other Team Managers at same grade.	<b>Commentary</b> N/A – no criteria	



## 4. Comparison to other roles within the ICO

### 4.1 Reporting line

The Investigations Directorate Senior Data Analyst reports directly to an Investigations Directorate Group Manager. The role is therefore similar to other level E positions within the Directorate such as Investigations Team



Manager and other roles in the organisation such as the Senior Insight and Compliance Officer and Senior Policy Officer. The reporting line for an Investigations Directorate Senior Data Analyst will be the same as for an Investigations Team Manager, also graded at level E.

#### **4.2 Line management responsibilities**

The Investigations Directorate Senior Data Analyst holds no line management responsibilities, although will be expected to support and mentor staff managed elsewhere. This is again also true of, for example, Senior Policy Officers, Senior Insight and Compliance Officers, Senior Case Officers and Senior Information Access Officers.

#### **4.3 Peer networks**

As expected of other equivalently graded roles, the post holder will come into regular contact with staff at all grades when completing specific pieces of work.

The Investigations Directorate Senior Data Analyst will sit alongside Investigations Directorate Team Managers, also at grade E. Investigations Team Managers also have line management responsibility, but their role is less specialised.

#### **4.4 Technical knowledge**

This is the key differentiator between this role with no line management responsibilities and that of an Investigations Team Manager (also Grade E) which does have line management responsibilities. The Investigations Directorate Senior Data Analyst is expected to use their existing experience of data analysis to continually improve the quality of the products we produce, and to mentor and develop other members of staff.

They are expected to hold 2-5 years' experience in data analysis with completion of formal training in analytical and reporting software such as Excel and Power BI to intermediate level, whilst also proactively developing legislative expertise. This is comparable with a Senior Policy Officer and Senior Insight and Compliance Officer role (although obviously the specialism differs). There is also a similar arrangement with Principal Cyber Investigation Officers at Grade F who also do not have line management responsibilities but due to their technical knowledge and experience, are the equivalent grade to that of a Group Manager who does have line management responsibilities.

#### **4.5 Projects**



The postholder will be expected to lead on and manage specific projects as required. This is consistent with other level E positions in the department (Senior Insight and Compliance Officer, Intelligence Team Manager).

#### **4.6 Autonomy**

The Investigations Directorate Senior Data Analyst will have relative freedom to manage these projects according to the frameworks, policies, processes and appropriate legislation in place. They will use their knowledge of regulatory activity and data analysis skills to inform decisions and make judgements as to the best course of action. They will, however, be supported by their line manager, throughout as required.

The postholder is responsible for managing their own workload and delivering the required pieces of work in line with relevant deadlines and timeframes.

#### **5. Conclusion**

This role is similar in terms of expectations to other roles graded at level E and already listed. This includes the Senior Insight and Compliance Officer role also within the department.

Management requirements would place this role at the lower end of level E (D/E), whilst the level of experience and specialism required would suggest the higher end of level E (E/F). This, combined with all other considerations, would suggest E is an appropriate grade for this post.

#### **6. Recommendation**

The recommended grade for the role is Level E.



## **Annex A**

### **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE: Investigations Directorate Senior Data Analyst**

**DEPARTMENT: Investigations Directorate**

**REPORTS TO: Investigations Directorate - CIRIT Group Manager**

**SALARY: Level E**

**HOURS: 37 per week**

#### **PURPOSE OF POST:**

The Cyber Incident Response and Investigations team plays a key role in the delivery of the ICO's functions in relation to cyber security under UK GDPR and the NIS Regulations. The team is responsible for responding to personal data breaches arising from a cyber incident, engaging with the data controller and relevant stakeholders, often including partner agencies and law enforcement. The team also manages investigations into potential breaches of UK GDPR following a cyber incident where personal data has been compromised. The team is also responsible for investigating incidents which have a substantial impact on the provision of cloud services, on-line search engines and on-line marketplaces under the NIS Regulations.

The Senior Data Analyst is responsible for providing direct support to the team and ICO's Intelligence Department in leading, managing and implementing data related reporting processes and developing existing and new data analysis products relating to cyber security incidents and threats. The Senior Data Analyst is also responsible for developing existing information sharing arrangements with key partner agencies. The role will



also lead the delivery of project activity focusing on the compilation and potential sharing of aggregated personal data breach report data.

## KEY RESPONSIBILITIES

- To support the Intelligence department to monitor our cyber intelligence requirements under UK GDPR and NIS Regulations to ensure they remain current and relevant. To lead on the risk identification, scoping and planning of trend analysis of cyber related personal data breaches, to ensure that engagements are focused, effective and deliver identifiable benefits to both external organisations and the ICO. Also managing team projects, setting clear objectives, ensuring outcomes are delivered and disseminated effectively. To take ownership of deliverables produced by the team for internal and external stakeholders, in particular ensuring the quality of written output.
- To work with the Cyber Incident Response and Investigations team and Intelligence Department and lead on the review and development existing cyber data analysis products.
- To lead and manage the delivery of new data analysis products that will assist the team to identify opportunities for proactive and targeted engagement with data controllers and RDSPs. To raise awareness and improve standards of compliance with the legislative requirements, ensuring these are completed within agreed timescales to ensure they deliver pragmatic, robust recommendations supported by evidence that will improve the organisation's compliance with legislation. Also to liaise with other competent authorities / regulators before engagements to build business data and intelligence background information, and after, to disseminate results and outcomes.
- To work with the Cyber Incident Response and Investigations team and the Intelligence Department to review and develop existing information sharing arrangements with key partner agencies and cyber regulators on new / emerging cyber threats. Lead the development of data analysis products with key external stakeholders and to manage the production and dissemination of such reports which summarises key themes and lessons learnt.



- To identify and lead on identifying further opportunities to share and gather intelligence that will support the delivery of the ICO's cyber related strategic objectives and contribute to reducing cyber related harm to UK citizens.
- To lead the delivery of project work focused on the compilation and potential sharing of aggregated personal data breach report data. To manage team projects, setting clear objectives, ensuring outcomes are delivered and disseminated effectively. To liaise with other ICO departments to build, share and act upon relevant data and intelligence regarding data controllers, including leading cross office groups and tasking and coordinating activities, where required.
- To liaise clearly and confidently at all levels throughout the organisation and with regulatory bodies and other stakeholders nationally and internationally, presenting analysis as appropriate. To lead and manage internal and external forums, liaise with other ICO departments to build, share and act upon relevant information regarding data controllers.
- To develop and maintain data analysis, legislative and cyber security expertise, keeping abreast of developments in data protection, NIS and the wider cyber security regulatory landscape. To be conversant with other related legislation and political, social, technical and legal developments that may impact on the functions of the ICO in relation to cyber security.

Skills needed for this role level:

- **Analysis and synthesis (data analyst).** You can understand and help teams to apply a range of methods to analyse research data and synthesise findings. You can effectively engage sceptical colleagues in analysis and synthesis. You can advise on the choice and application of techniques, and can critique colleagues' findings to assure best practice. (Skill level: practitioner)
- **Communication.** You can listen to the needs of technical and business stakeholders, and interpret them. You can effectively manage stakeholder expectations. You can manage active and reactive communication. You can support or host difficult discussions



within the team or with diverse senior stakeholders. (Skill level: practitioner)

- **Data management.** You can advocate data governance and data management standards and guidelines within your team's products and services. You can continually communicate and improve data management practices in your teams. You can help define and support the use of common toolsets. You can seek to automate data management activities where possible. You can develop processes to enable good data management practices and compliance with data governance policies. (Skill level: practitioner)
- **Data modelling, cleansing and enrichment.** You can build and review complex data models, ensuring adherence to standards. You can use data integration tools and languages to integrate and store data, and advise teams on best practice. You can ensure data for analysis meets data quality standards and is interoperable with other data sets, enabling reuse. You can work with other data professionals to improve modelling and integration patterns and standards. (Skill level: practitioner)
- **Data quality assurance, validation and linkage.** You can set up a system to get data ready for use and specify how data should be cleansed and prepared. You can bring data together from different sources. You can communicate the limitations of data. You can peer review colleagues' outputs to ensure quality. (Skill level: practitioner)
- **Data visualisation.** You can demonstrate skill in a number of data visualisation tools and techniques. You can apply standards and best practices to present, communicate and disseminate data appropriately and with influence. You can review, advise and support more junior members, and establish processes, standards and templates for others to follow, improving the efficiency and quality of visualisations. (Skill level: practitioner)
- **IT and mathematics.** You can share your knowledge and experience of IT and mathematical skills with others, including tools and techniques. You can define those most appropriate for the environment. (Skill level: practitioner)
- **Logical and creative thinking.** You can ensure that the most appropriate actions are taken to resolve problems as they occur. You can co-ordinate teams to resolve problems and implement solutions and preventative measures. (Skill level: practitioner)
- **Project management.** You can share knowledge and experience of project management methodologies with others, including tools and techniques. You can define those most appropriate for the environment. You can oversee projects within a data analytics team. (Skill level: practitioner)
- **Statistical methods and data analysis.** You can understand and apply a range of practices. You can develop deeper expertise in a



narrower range of specialisms. You can start to apply emerging theory to practical situations.

## PERSON SPECIFICATION

	<b>Essential Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Educated to degree level or equivalent Or Work experience demonstrating graduate level ability.	Application form
<b>Work Experience</b>	2-5 years in data analysis with completion of formal training in analytical and reporting software such as Excel and Power BI to intermediate level.  Experience of applying Data Protection, Freedom of Information or associated legislation or similarly complex legislation.	Application form/interview  Application form



<p><b>Knowledge, skills and ability.</b></p>	<p>Experience and knowledge of utilising structured analytical techniques to gather, analyse, evaluate and develop data.</p> <p>Experience of delivering high quality data analysis products and services that assess risk, identify information gaps, make recommendations and influence decision making, meeting relevant national standards.</p> <p>Ability to use and access computer software applications relating to the charting and analysis of data, such as i2 Analyst's Notebook and iBase or equivalent.</p> <p>Able to demonstrate an analytical approach to problem solving and the production of high-quality data analysis products.</p> <p>Strong communication skills, including excellent written, verbal and presentational skills.</p> <p>Strong interpersonal skills, including the ability to negotiate and maintain good relationships with staff at all levels of seniority.</p> <p>Ability to work under pressure and to handle large workloads.</p>	<p>Application form/ interview</p> <p>Application form and interview</p> <p>Application form</p> <p>Presentation</p> <p>Application form/presentation</p> <p>Application form/interview</p> <p>Interview</p>
--	---	--



	<p>An understanding of the wider parliamentary, democratic, political and organisational framework in the UK and overseas as appropriate.</p> <p>Experience of mentoring and supporting colleagues to share your expertise.</p>	<p>Presentation</p> <p>Application form and interview</p>
--	---	---

DRAFT



## **Annex B**

# Resources Board –for assurance

**Meeting agenda title:** Re-grading of the current Lead Data Analyst post within CIRIT (Grade D) to a Senior Data Analyst (Grade E).

**Meeting date:** TBC

**Time required:** 5 minutes

**Presenter:** Liz Baxter / Sally Baker

**Approved by:** Steve Eckersley

## 1. Objective and recommendation

- 1.1. We intend to convert one Lead Data Analyst (level D) to a new Investigations Directorate Senior Data Analyst (level E) post, making use of existing Directorate funding / underspend. A draft job description has been produced but will be subject to usual evaluation processes and consultation to ensure it is graded appropriately.
- 1.2. This change will ensure that the work being undertaken by the postholder is commensurate with the appropriate Grade. It will also allow us to develop clearer career pathways within the organisation, bringing us in line with other ICO departments and intelligence functions within other regulators. This will allow us to continue to grow expertise within the team and develop a stronger data analysis profession in support of the Investigations Directorate. This role is commensurate with similar roles in the Intelligence Department and wider organisation.

## 2. History and dependencies

- 2.1. The role was initially assessed at Grade D. However the role has evolved positively with the key responsibilities now being commensurate with that of a Level E as is the case in other departments within the ICO. For the reasons in this paper, we now propose to create this role using existing Directorate funding made up of the FTE of the existing Grade D post and the additional cost offset by underspend of two vacant apprentice posts (Grade C's)..



### 3. Developing a common understanding

#### 3.1. **Creation of new Investigations Directorate Senior Data Analyst position**

A draft job description for this new post is included in annex 1. The Investigations Directorate Senior Data Analyst will report into a CIRIT Group Managers

The new Investigations Directorate Senior Data Analyst post is distinct from existing posts due to the level of data analysis experience/expertise required. The post holder will need to already have data analysis experience and use this to lead on particular tasks as required. They will be expected to mentor and support staff at lower grades to share this experience and provide greater professionalism, rigour and consistency in how we conduct our work. The additional post should enable Investigation Team Managers (at the same grade) to provide greater focus on developing their respective functions and team members (no changes are proposed for the Investigations Team Manager job description).

As noted at 1.1, a draft grade evaluation form has been completed and indicated that it is appropriate to grade this role at level E, however the usual process will be followed, including necessary consultation.

### 4. Matters to consider to achieve objective

#### 4.1. **Alignment to ICO25**

The breadth and complexity of data analysis and intelligence work at the ICO has continued to increase. As noted in the Commissioner's recent speech, the ICO continues to become more 'intelligence led'. Prioritisation is at the heart of ICO and robust data and intelligence analysis is essential for this, to ensure resources are allocated appropriately and where there is the greatest opportunity for impact. This role directly contribute to this, whether through the strategic assessment identifying new areas of work and priorities, contributing and leading to PACE teams (once established) or influencing and supporting more specific areas within the ICO annual plan.

The work this role covered by this paper closely aligns with the ICO values of 'curious' (understanding perspectives, seeking creative opportunities, considering new ideas, agility etc), 'collaborative' (working together in ways which enable us to prioritise), 'impactful' (delivering at pace, being selective to be effective, making informed decisions) and 'respect, equality, diversity and inclusivity' (encouraging equality, diversity and inclusion in our working and thinking).



#### 4.2. **EDI considerations**

Section 40(2)

Section 40(2)

However any progression into this new role will follow usual ICO recruitment processes and therefore should create opportunities for a diverse range of candidates. By having a more sustainable career pathway in the organisation, it allows us to attract a more diverse range of applicants, who may be at different stages of their professional careers.

#### 4.3. **Costs and value for money**

It has yet to be confirmed with Finance and Human Resources that the costs required to uplift the level D post to the level E post can be covered from the existing Investigations Directorate budget. However CIRIT currently have 1 x Lead Data Analyst (Grade D) and 2 x Apprentice vacancies at Level C and although the savings for these posts have been drawn back into the overall organisational budget, it should be noted that this is a potential cost offset opportunity.

#### 4.4. **Risks**

No risks have been identified as a result of pursuing this change.

The risk if not pursued relates to workstreams that the current post holder has undertaken which is commensurate with a Level E, is discontinued or allocated to other resources within the directorate or wider organisation

#### **Consultation**

Both proposals are widely supported by staff at all levels within the department.

### 5. **Communications considerations**

- 5.1. Recruitment will be communicated internally and externally when commenced.

### 6. **Next steps**

- 6.1. The next steps for this work are:
  - Complete job evaluation process for Senior Data Analyst role, including necessary consultation.

**Author:** Dean Holden



**Consultees:**

Andy Curry - Head of Investigations

Adam Stevens – Head of Intelligence

**List of Annexes:** Draft job description

**Publication decision:** Internal only.

**Outcome reached:**

DRAFT



## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Lawyer – Legal Services (Litigation) Directorate

**REPORTS TO:** Head of Legal (Litigation) or Principal Lawyer (Litigation)

**SALARY:** Level F

## **PURPOSE OF POST**

Litigation Lawyers will operate in one of the five Legal Directorates: the Legal Services (Litigation) Directorate, which conducts regulatory and civil litigation on behalf of the Commissioner in the First Tier and Upper Tier Tribunals, High Court, Court of Appeal, Supreme Court and in other courts as required, in respect to challenges to the ICO's decisions under the Data Protection Act, Privacy and Electronic Communications Regulations and other decisions subject to Judicial Review.

Litigation Lawyers are responsible for conducting and managing litigated cases, with the main focus being appeals of decisions under the Data Protection Act and Privacy and Electronic Communications Regulations, public law cases and interventions.

Litigation lawyers will advise as to the appropriate legal lines to take, including providing advice on litigation strategy and procedure, mitigation of litigation risk, and managing and supervising complex and high profile litigation on behalf of the Commissioner, including in the Tribunals and Higher Courts.

They will work with their legal colleagues to ensure that learning and development across the Legal Directorates in these complex areas is shared and developed collectively.

## **KEY RESPONSIBILITIES**

- Manage a caseload of ICO litigation casework, including taking responsibility for the preparation of pleadings/statements of case (with counsel); drafting pre-action correspondence and correspondence with litigating parties and the courts; preparing and drafting witness evidence (where appropriate); instructing counsel; attending Court and dealing with onward appeals.



- Provide advice on litigation strategy and litigation risk (including mitigation of risk) to decision makers across the ICO together with providing advice on litigation practice and procedure.
- Provide direct line management to paralegals and other support staff, including developing team members and monitoring and review of individual performance and supporting individual development.
- Liaise with Heads of Department, Legal Directors, the General Counsel and other stakeholders as necessary.
- Ensure all matters are dealt with in line with ICO and professional standards, keeping managers and senior colleagues updated where appropriate.
- Participate on behalf of the ICO at meetings, events and court/tribunal hearings, where representation is required. Some travel including overseas may be required.
- Contribute to the development of colleagues in the ICO by preparing or delivering in-house training as required.

## PERSON SPECIFICATION

	<b>Criteria</b>
<b>Education and Qualifications</b>	<p>Applicants must be qualified to practise as a Solicitor, Barrister or Chartered Legal Executive in England and Wales with a current practising certificate from the Law Society or Bar Council, or be qualified in Scotland or Northern Ireland with a current practising certificate from their regulatory body. Lawyers qualified in Scotland or Northern Ireland will be required to successfully register with the SRA as a Registered Foreign Lawyer as a condition of taking up the post.</p> <p>In respect of Applicants qualified in a jurisdiction outside of England and Wales, must have an</p>



	<p>appropriate equivalent professional qualification and may be required to undertake the Qualified Lawyers Transfer Scheme within a defined period.</p>
<p><b>Work Experience</b></p>	<p>Experience of conducting and managing complex litigation and/or enforcement cases (in the UK or other common law jurisdictions).</p> <p>Experience relevant to the role, including experience of advising on information rights law, public law and managing and/or supervising other lawyers.</p> <p>Experience of managing own caseload effectively, particularly in a pressurised environment.</p> <p>Experience of liaising with external lawyers and other organisations.</p>
<p><b>Knowledge, skills and ability</b></p>	<p>Excellent legal analytical skills to provide strategic and risk based litigation advice</p> <p>Knowledge of the regulatory environment and the public sector generally, including the democratic, political and organisational framework.</p> <p>Excellent written and verbal communication and presentation skills.</p> <p>Personally Effective – excellent organisational skills, ability to prioritise and delegate.</p> <p>Ability to seek out, manage and influence opportunities for continuous improvement and change.</p>

*Insert if applicable: Please note that post holders for this role will be required to receive security clearance to SC level. This requires the disclosure of spent and unspent convictions. Although convictions will be taken into account, any such information will not necessarily prevent you from obtaining a security clearance.*



## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** IT Service Manager

**DEPARTMENT:** Digital & IT Services

**RESPONSIBLE TO:** IT Service Delivery Group Manager

**SALARY:** Level E

**Hours :** 37 per week \*

### **MAIN PURPOSE OF THE ROLE**

To support the Digital and IT Services department by taking responsibility for all Major Incident and Problem Management issues. Whilst working within a team, the postholder will have individual responsibility for all Major Incidents and Problem cases, ensuring services are restored, with all risk and issues mitigated.

Lead on the change advisory board through validation of submitted requests for change, manage emergency cab changes, prepare information packs for board dissemination and chair the cab meetings.

To fulfil the system administrator role for our ITSM (Halo) by exploiting the capabilities of all elements of the solution. Develop new opportunities in the use of the tool, implement and train out to our users whilst also maximising the benefits of the knowledgebase and other self-service opportunities.

In order to fulfil the main responsibilities of the role, the job holder will need to have knowledge/experience of working within the ITIL Services Management Framework; ability to demonstrate its principles and processes is essential.

The postholder will also support the Head of Digital & IT Services and Group Managers to enable them to perform as effectively as possible.

The postholder will also be responsible for leading a group of Business Development Officers to support hardware/software issue resolution as well as defining the roadmap and associated tasks for the team.

As this role can largely be performed remotely requests for homeworking and flexible working would be considered.

## **KEY OUTCOMES OF THE ROLE**

The IT Service Manager will be accountable for the lifecycle of all ICO system Major Incidents and associated communications; owning them through to resolution and following up on root cause and fix implementation. Communicating the status of both Major Incidents and Problem Records to key stakeholders within the ICO. As such the postholder must be comfortable, confident and effective with written and verbal communication.

The postholder will be required to facilitate Major Incident Reviews, Problem Management calls and meetings with the ICO's third party support partners. This role will also involve the proactive analysis of incidents and monitoring of trends, so the postholder must be able to demonstrate a good level of analytical report writing skills to ensure all reporting is accurate and descriptive. Supporting the Continuous Service Improvement of the ICO systems.

These outcomes will be achieved via the following tasks (this list is not exhaustive):

- Management of P1/P2 incidents
- Applying Incident Management techniques to ensure disruption to operational service and outage times are minimised
- Facilitate effective Incident Management throughout the incident lifecycle, in-line with agreed service definitions.
- Host Major Incident conference calls with all relevant parties
- Produce the Major Incident Reports within agreed timeline
- Define and maintain the Problem Management procedure.
- Investigate the problem and engage with correct technical resources to investigate, identify and resolve the root cause of the problem
- Update and maintain the 'Know Error' Database
- Liaise with the relevant technical teams to identify solution or workaround
- Continuously improve the Problem Management process
- Report on and conduct post problem reviews
- Promote Service Management best-practice and ITIL process compliance across the business
- Pro-active monitoring of performance reports to identify areas of further investigation/improvement

Through identification of problem management reports, you will proactively define documentation and other media to support our users by building up a knowledgebase of information through our ITSM.

You will be our system administrator for our ITSM (Halo) and will identify opportunities to maximise the capabilities of the tool, develop and implement changes and train/communicate out to users, in order that



they realise the true benefits of the solution providing relevant documentation and media to support this.

You will lead on all change board activity by validating all requests for change to present to the board, manage emergency requests for change, manage the process of change and calendar via our ITSM and Chair our CAB.

**PERSON SPECIFICATION**

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualifications</b>	<p>Educated to degree level or equivalent OR Relevant work experience demonstrating graduate level ability</p> <p>ITIL Foundation or higher Certified (or equivalent) are essential</p>	<p>Application and certificates</p> <p>Application and certificates</p>
<b>Work Experience</b>	<p>Between 2-3 years' relevant work experience within an IT ServiceDesk environment</p> <p>Excellent working knowledge of Service Management processes (Incident, Problem Management)</p> <p>Experience with managing Major Incidents through to resolution and resolving emerging problems, with an ability to perform root cause analysis</p> <p>Experience with liaising with external third-party support partners</p> <p>Ability to create analytical reports encompassing incidents, problems, trends and analysis and proactively develop documentation and other media to embed into our ITSM knowledgebase.</p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>

	<p>Have experience in managing requests for change, the process involved in seeking relevant outcomes and be a confident chair to the change advisory board.</p> <p>To work closely with third party suppliers ensuring SLAs are maintained</p> <p>A confident people manager / leader</p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>
<b>Knowledge, Skills and Ability</b>	<p>Knowledge of the ITIL Services Management Framework; ability to demonstrate its principles and processes is essential</p> <p>Excellent interpersonal skills and the ability to form effective working relationships at all levels</p> <p>A demonstrable systematic, disciplined and analytical approach to work</p> <p>Excellent standard of literacy and effective written communication skills for writing reports and meeting notes</p> <p>Personally, effective and well organised with the ability to build effective working relationships.</p> <p>Good intellectual and analytical ability in order to assimilate often complex data or technical information and apply it to the</p>	<p>Application and interview</p> <p>Application and Interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>



	<p>operational activities of the ICO.</p> <p>Strong time management, organised and delivery focused, good planning skills, and process driven</p> <p>Knowledge of Halo or similar Service Management toolsets</p> <p>Ability to step up when needed and offer support even when outside normal hours if required</p> <p>Strong communicator both verbally and written with the ability to Chair and conduct meetings</p> <p>Proactive approach to problem resolution and utilise software and tools alongside ITSM to build up a self-service knowledgebase for users</p>	<p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p> <p>Application and interview</p>
--	---	---

\* N.B. There will be occasional situations during a Major Incident response when the role holder will need to work out of hours. Therefore some flexibility is required.

**Appendix 4**

**Grade review request form - for newly created posts**

**1) Basic details**

**Job title of new post to be evaluated:**

Product Engineer (Developer) - Website

**Head of Department/relevant manager submitting the request:**

Mike Fitzgerald, Director of Digital, IT and Business Services / Greer Schick,  
Product Owner (Digital Architect) - Website

**Proposed job level of post:**

E

**Proposed line manager of post (role and grade):**

Product Owner – Website, Level F

**An accurate and up to date job description is attached with the request form:**

Yes

**Has a copy of the draft job description been provided to the Trade Unions:**

Yes

No



**Statement from the Head of Department/relevant manager submitting the grade review request form for the newly created post**

**The background to the post and reason why an evaluation is being requested:**

This post is needed to meet the increased sustained demand for website development and digital services.

Historically, the ICO has met this demand by fully outsourcing website and digital service development to external developers at external market rates. There is now an opportunity to bring some of this development in-house.

This post help meet increased demand for digital services, most recently outlined in ICO25.

It is designed to bring the following benefits:

- reduce the ICO's reliance on external developers,
- improve value for money,
- increase the ICO's capability and capacity to develop new digital services at pace and retain skills and knowledge within the ICO.

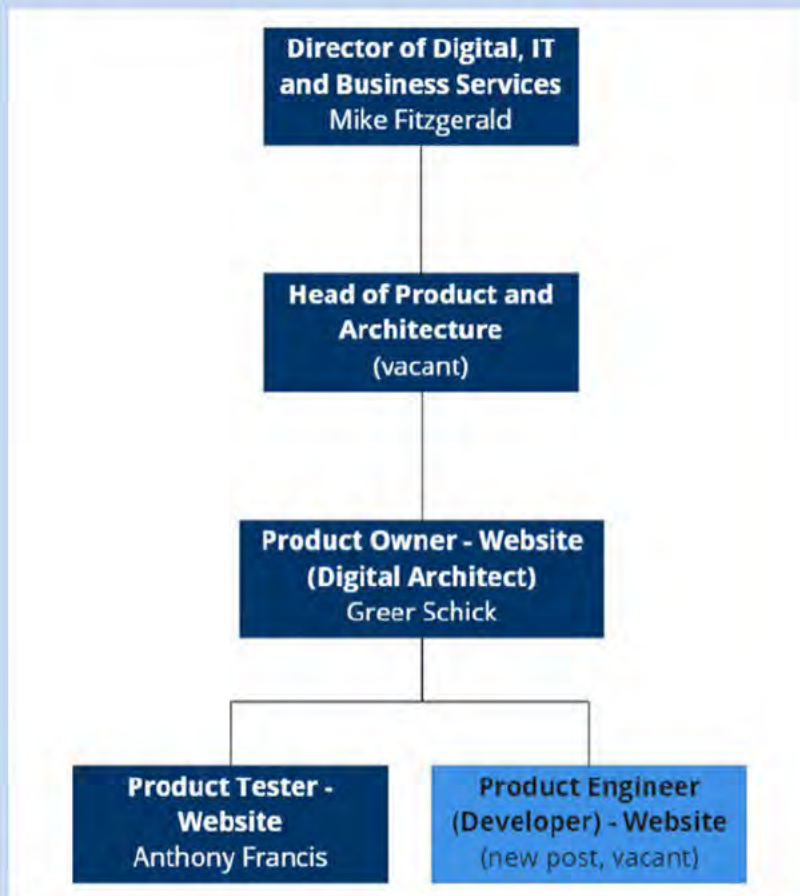
Evaluation is needed to confirm that the post can be graded at Level E to attract the necessary skills and expertise, and for fit with other Product Engineer roles within Digital and IT Services.

**Details of the proposed structure, reporting line, line management responsibilities and explanation of how the role fits into the job family for the department:**

The position will report to the Product Owner (Digital Architect) – Website.

The role will sit within the Website Product team, which is in the Product and Architecture department, within the Digital, IT and Business Services directorate.

The proposed structure will be as follows:



The new post will not have line management responsibilities.

The Product Engineer job family is already established within Digital and IT. There are existing Product Engineers at Level E that report to other Product Owners; each post is specific to the product that they sit within.

**Details of the job content:**

You should ensure your submission includes:

- Details of the qualifications and experience needed for the role.
- The level of autonomy and decision making required for the role
- The nature of internal and external interfaces expected of the role.



- The extent of the strategic input the role is expected to make for the department.
- The level and nature of resource management required of the role, including people, budgets and physical assets.

You may continue on a separate sheet(s) if necessary.

### **Qualifications and experience**

The successful candidate for this role will likely have at least three years' experience in a similar or comparable role.

As listed in the attached job description, the required qualifications and experience are:

#### Education and qualifications

- Educated to degree level or equivalent, or;
- Work experience demonstrating graduate level ability.

#### Work experience

##### *Essential*

- Experience with server-side technologies including C#, and ASP.NET MVC or ASP.NET Core MVC.
- Experience with client-side technologies including HTML, CSS, and javascript.
- Experience using version control to manage source code.

##### *Desirable*

- Experience developing a Content Management System (CMS) (such as Umbraco).
- Experience of working in agile software development teams, and using tools (such as Azure DevOps).
- Experience of developing and deploying services, and using platforms and infrastructure, in a cloud environment (such as Microsoft Azure).
- Experience using automated testing.

### **Autonomy and decision making**

The post holder will be expected to have a high level of autonomy and decision making in the technical aspects of their role. They will take the lead on making important design decisions about how to implement digital services of and individual components of medium to high complexity, designed to meet user needs.

These decisions will impact the usability, functionality, confidentiality, availability and integrity of the ICO website, which is the ICO's main communication channel and has a significant impact on the reputation of the ICO.

In doing so they will be required to have indepth knowledge of, and be able to apply relevant government and ICO standards.



## **Internal and external interfaces**

### Website Product team

- The post holder's day to day work will be as part of a multi-disciplinary agile team comprising the following *internal and external* resources:
  - ICO Website Product Owner
  - ICO Website Tester
  - External Senior Developer (Shout Digital)
  - External Full Stack Developer (Shout Digital)
  - External Project Manager (Shout Digital)
- The post holder will collaborate with the ICO's external developers on a daily basis, ensuring user needs and ICO requirements are delivered to a high quality, on time, and on budget.

### Product and Architecture department

- The post holder will need to work closely with colleagues across the Product and Architecture department to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.

### Digital, IT and Business Services directorate

- They will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.
- The role will act as second line support for technical issues that cannot be resolved by first line support, interacting with other technical and roles to resolve problems for users.

### Project teams (across ICO)

- They will need to be able to explain options considered, and communicate the rationale for those decisions to other, often senior members of wider project teams.
- They will work closely with managers across the ICO to understand business requirements and ensure they are met in the development of digital services.
- The post holder is required to champion the needs of the user internally, and keep user needs at the heart of their decision making, while maintaining website performance and security.

### Users and stakeholders (external)

- The post holder's work will directly impact users of the ICO website, including external citizens, organisations, and other stakeholders.

The post holder is expected to have excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.



They will need an ability and willingness to continually learn new techniques and technologies, seek best practice and share knowledge with others.

### **Strategic input**

The post holder is not expected to have significant input to the ICO Digital, Data and Technology strategy. They would be expected to have input into setting relevant standards, that would apply to all developments across the website product (which impacts at the levels of the team, department, organisation, and external users and stakeholders).

They would be expected to make significant contributions to team processes and procedures, for example how to ensure compliance with accessibility standards, procedures for testing and deploying code.

All developments will be aligned with the ICO's overall enduring objectives. In particular the post holder will be expected to implement significant aspects of the ICO25 strategy by developing digital services that will be used by millions of customers.

In particular they will ensure that all inputs into the design and delivery of services are strategic in that they:

- solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation, and
- maximise their re-use, helping ensure maximum return on investment.

### **Resource management**

- The role will not be required to manage people or budgets.
- The post holder will be responsible for the creation of virtual infrastructure, to support digital services, that will have a performance and budget impact.
- They will make significant contributions to the ICO website code repository that will directly impact the usability, functionality, confidentiality, availability and integrity of the ICO website.
- They will have significant day to day contact with external suppliers, so will need to manage their interactions to ensure we continue to get value for money.

Please forward this form and job description(s) to the Human Resources team.

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**Job Title:** Product Engineer (Developer) – Website

**DEPARTMENT:** Digital and IT Services

**REPORTS TO:** Product Owner - Website

**SALARY:** Job level E

**HOURS:** 37 per week (full time)

### **PURPOSE OF POST:**

To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.

You'll work as part of a multi-disciplinary agile team, getting involved with every part of the lifecycle of a service, from user research to deploying code to production.

You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.

You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.

You will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.

### **Key responsibilities**

- Design and develop digital services to meet user needs.
- Make and document design decisions in line with digital service design standards, and performance and security best practice.
- Write clean, accessible, secure, and well-tested code.
- Create code that is clear and easy for others to understand and reuse.
- Deploy your code through the ICO's pre-production and production environments in line with ICO procedures.



- Provide second line support for the website and digital services, providing triage and developing fixes and improvements.
- Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.

## PERSON SPECIFICATION

	Criteria	How Assessed
<b>Education and qualifications</b>	<p>Educated to degree level or equivalent</p> <p>Or</p> <p>Work experience demonstrating graduate level ability.</p>	Application
<b>Work experience</b>	<p><u>Essential</u> Experience with server-side technologies including C#, and ASP.NET MVC or ASP.NET Core MVC.</p> <p>Experience with client-side technologies including HTML, CSS, and javascript.</p> <p>Experience using version control to manage source code.</p> <p><u>Desirable</u> Experience developing a Content Management System (CMS) (such as Umbraco).</p> <p>Experience of working in agile software development teams, and using tools (such as Azure DevOps).</p> <p>Experience of developing and deploying services, and using platforms and infrastructure, in a cloud environment (such as Microsoft Azure).</p> <p>Experience using automated testing.</p>	Application
<b>Knowledge, skills, and ability.</b>	<p>Knowledge of the difference between user needs and the desires of the user, ability to champion the needs</p>	Application and interview

	<p>of the user internally, and a keenness to meet user needs through good service design.</p> <p>Ability to design, code, test and document programs or scripts of medium to high complexity, using the right standards and tools, including modern standards and accessibility standards, and to make them easy for others to understand and reuse.</p> <p>Understanding of common web security risks, eg OWASP Top 10, and ability to design solutions and services with security controls embedded as a core part of the solutions and services.</p> <p>Proven debugging and troubleshooting skills. Aware of the principles of web performance and how poor performance can negatively affect user experience. Ability to proactively and reactively identify and fix issues.</p> <p>Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.</p> <p>Excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.</p> <p>Ability and willingness to continually learn new techniques and technologies, seek best practice and share your knowledge with others</p>	
--	---	--



## Product Engineer (Developer) – Website

### Comparison to generic job level descriptors – Level E

#### Qualifications and experience

Level E	Closest match
<p data-bbox="206 477 1189 533">Degree or equivalent and possibly qualified or part-qualified professional qualification</p> <p data-bbox="206 547 398 571"><b>Commentary</b></p> <p data-bbox="206 579 1055 603"><b>Match</b> – As per the person spec the post holder is required to:</p> <ul data-bbox="206 635 775 659" style="list-style-type: none"><li data-bbox="206 635 775 659">• Educated to degree level or equivalent</li></ul> <p data-bbox="206 699 1196 754">The is in line with other Level E roles such as DCU Team Manager, Senior Policy Officer and Early Talent and Workforce Planning Manager.</p>	<p data-bbox="1503 619 1711 643" style="text-align: center;"><b>Level E match</b></p>
<p data-bbox="206 796 864 820">Likely to have up to 5 years' relevant experience</p> <p data-bbox="206 834 398 858"><b>Commentary</b></p> <p data-bbox="206 866 1196 962"><b>Match</b> – The JDPS does not specify 5 years relevant experience although considerable experience is required in relation to the following outlined in the person spec:</p> <p data-bbox="206 994 344 1018"><b>Essential</b></p> <ul data-bbox="206 1034 1189 1249" style="list-style-type: none"><li data-bbox="206 1034 1189 1090">• Experience with server-side technologies including C#, and ASP.NET MVC or ASP.NET Core MVC.</li><li data-bbox="206 1129 1144 1185">• Experience with client-side technologies including HTML, CSS, and javascript.</li><li data-bbox="206 1225 1021 1249">• Experience using version control to manage source code.</li></ul> <p data-bbox="206 1289 353 1313"><b>Desirable</b></p> <ul data-bbox="206 1329 1205 1385" style="list-style-type: none"><li data-bbox="206 1329 1205 1385">• Experience developing a Content Management System (CMS) (such as Umbraco).</li></ul>	<p data-bbox="1503 1082 1711 1106" style="text-align: center;"><b>Level E match</b></p>

<ul style="list-style-type: none"> <li>• Experience of working in agile software development teams, and using tools (such as Azure DevOps).</li> <li>• Experience of developing and deploying services, and using platforms and infrastructure, in a cloud environment (such as Microsoft Azure).</li> <li>• Experience using automated testing.</li> </ul> <p>The <b>JE request form</b> specifies on page 4 under the heading <b>Qualifications and experience</b> - The successful candidate for this role will likely have at least three years' experience in a similar or comparable role.</p> <p>Although it does not specifically mention 5yrs, this is consistent with other Level E roles such as DCU Team Manager, Early Talent and Workforce Planning Manager and Senior Communications Officer.</p>	
<p>Broad operational knowledge within the wider function or a commanding operational knowledge in their specialist area of service delivery or practice</p> <p><b>Commentary</b>  <b>Match</b> – As per the JD the purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.</li> <li>• You'll work as part of a multi-disciplinary agile team, getting involved with every part of the lifecycle of a service, from user research to deploying code to production.</li> </ul> <p>As per the person spec:  <b>Essential</b></p> <ul style="list-style-type: none"> <li>• Experience with server-side technologies including C#, and ASP.NET MVC or ASP.NET Core MVC.</li> </ul>	<p style="text-align: center;"><b>Level E match</b></p>



- Experience with client-side technologies including HTML, CSS, and javascript.
- Experience using version control to manage source code.

**Knowledge, skills, and ability.**

- Excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.
- Ability and willingness to continually learn new techniques and technologies, seek best practice and share your knowledge with others

This is comparable to other Level E roles and meets the descriptor requirement.

Experience within functional area may be more important than professional qualification

**Commentary**

**Match** – As outlined in the job description and above:

**Work experience - Essential**

- Experience with server-side technologies including C#, and ASP.NET MVC or ASP.NET Core MVC.
- Experience with client-side technologies including HTML, CSS, and javascript.
- Experience using version control to manage source code.

**Education and qualifications**

Educated to degree level or equivalent Or

**Work experience demonstrating graduate level ability.**

**Level E match**

<p><b>Knowledge, skills, and ability.</b></p> <ul style="list-style-type: none"> <li>• Knowledge of the difference between user needs and the desires of the user, ability to champion the needs of the user internally, and a keenness to meet user needs through good service design.</li> <li>• Ability to design, code, test and document programs or scripts of medium to high complexity, using the right standards and tools, including modern standards and accessibility standards, and to make them easy for others to understand and reuse.</li> <li>• Understanding of common web security risks, eg OWASP Top 10, and ability to design solutions and services with security controls embedded as a core part of the solutions and services.</li> <li>• Proven debugging and troubleshooting skills. Aware of the principles of web performance and how poor performance can negatively affect user experience. Ability to proactively and reactively identify and fix issues.</li> <li>• Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.</li> <li>• Excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.</li> <li>• Ability and willingness to continually learn new techniques and technologies, seek best practice and share your knowledge with others</li> </ul> <p>This appears to be comparable to other Level E roles and the descriptor.</p>	
--	--

**Autonomy and decision making**

Level E	Closest match
<p>Freedom to act within specialism (e.g. service delivery or practice area), usually within a clearly defined framework</p> <p><b>Commentary</b>  <b>Match</b> – From the job description the post holder will:</p> <ul style="list-style-type: none"> <li>• You will take the lead, making important design decisions that will ensure the ICO’s services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high</li> </ul>	<p><b>Level E match</b></p>



<p>quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.</p> <p><b>Key responsibilities</b></p> <ul style="list-style-type: none"> <li>• Make and document design decisions in line with digital service design standards, and performance and security best practice.</li> <li>• Deploy your code through the ICO's pre-production and production environments in line with ICO procedures.</li> </ul> <p>The <b>JE request form</b> specifies on page 4 under the heading <b>Autonomy and decision making</b> - The post holder will be expected to have a high level of autonomy and decision making in the technical aspects of their role. They will take the lead on making important design decisions about how to implement digital services of and individual components of medium to high complexity, designed to meet user needs.</p> <p>There does appear to be freedom to act within specialism which would be expected at Level E.</p>	
<p>Makes operational decisions based on broadly defined policies and procedures</p>	
<p><b>Commentary</b>  <b>Match</b> – Further to the comments above as per the job description the post holder will:</p> <ul style="list-style-type: none"> <li>• You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.</li> <li>• You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated</li> </ul>	<p><b>Level E match</b></p>

<p>digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.</p> <ul style="list-style-type: none"> <li>You will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.</li> </ul> <p><b>Key responsibilities</b></p> <ul style="list-style-type: none"> <li>Make and document design decisions in line with digital service design standards, and performance and security best practice.</li> </ul> <p>Also as per the person spec:</p> <ul style="list-style-type: none"> <li>Ability to design, code, test and document programs or scripts of medium to high complexity, using the right standards and tools, including modern standards and accessibility standards, and to make them easy for others to understand and reuse.</li> </ul> <p>This would appear to align with other roles at Level E and meet the descriptor requirement.</p>	
<p><b>A capacity to deal with complex issues and good problem solving and analytical skills are essential</b></p>	
<p><b>Commentary</b>  <b>Match</b> – As per the person spec the post holder will:</p> <ul style="list-style-type: none"> <li>Ability to design, code, test and document programs or scripts of medium to high complexity, using the right standards and tools, including modern standards and accessibility standards, and to make them easy for others to understand and reuse.</li> <li>Understanding of common web security risks, eg OWASP Top 10, and ability to design solutions and services with security controls embedded as a core part of the solutions and services.</li> <li>Proven debugging and troubleshooting skills. Aware of the principles of web performance and how poor performance can negatively affect user experience. Ability to proactively and reactively identify and fix issues.</li> </ul>	<p><b>Level E match</b></p>



<ul style="list-style-type: none"> <li>Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.</li> </ul> <p><b>Key responsibilities</b></p> <ul style="list-style-type: none"> <li>Provide second line support for the website and digital services, providing triage and developing fixes and improvements.</li> </ul> <p>This appears to meet the requirements of the Level E descriptor.</p>	
<p>Some novel or complex issues would be referred to other specialist areas for advice or decision</p>	<p style="text-align: center;"><b>Level E match</b></p>
<p><b>Commentary</b></p> <p><b>Match</b> – As per previous information provided the post holder will:</p> <ul style="list-style-type: none"> <li>You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO’s customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.</li> <li>You will work with colleagues in Cyber Security and Information Management to ensure that the ICO’s digital services and data remain secure.</li> </ul> <p><b>Key responsibilities</b></p> <ul style="list-style-type: none"> <li>Provide second line support for the website and digital services, providing triage and developing fixes and improvements.</li> <li>Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.</li> </ul> <p>Also as per the person spec:</p> <ul style="list-style-type: none"> <li>Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.</li> </ul>	

This appears to meet the requirements of the Level E descriptor.

## Interfaces and liaison

Level E	Closest match
<p data-bbox="192 411 1077 475">Internal interfaces are with operational line managers and senior managers both within and outside their function</p> <p data-bbox="192 481 398 513"><b>Commentary</b></p> <p data-bbox="192 517 943 549"><b>Match</b> – According to the job description/person spec:</p> <ul data-bbox="192 580 1196 932" style="list-style-type: none"><li data-bbox="192 580 1196 676">• You'll work as part of a multi-disciplinary agile team, getting involved with every part of the lifecycle of a service, from user research to deploying code to production.</li><li data-bbox="192 679 1196 836">• You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.</li><li data-bbox="192 839 1196 932">• You will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.</li></ul> <p data-bbox="192 970 501 1002"><b>Key responsibilities</b></p> <ul data-bbox="192 1027 1151 1123" style="list-style-type: none"><li data-bbox="192 1027 1151 1123">• Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.</li></ul> <p data-bbox="192 1155 658 1187"><b>Knowledge, skills, and ability.</b></p> <ul data-bbox="192 1212 1196 1305" style="list-style-type: none"><li data-bbox="192 1212 1196 1305">• Knowledge of the difference between user needs and the desires of the user, ability to champion the needs of the user internally, and a keenness to meet user needs through good service design.</li></ul>	<p data-bbox="1496 842 1711 874"><b>Level E match</b></p>



<ul style="list-style-type: none"> <li>• Excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.</li> </ul> <p>The <b>JE request form</b> specifies on page 5 under the heading <b>Internal and external interfaces - <u>Project teams (across ICO)</u></b></p> <ul style="list-style-type: none"> <li>• They will need to be able to explain options considered, and communicate the rationale for those decisions to other, often senior members of wider project teams.</li> <li>• They will work closely with managers across the ICO to understand business requirements and ensure they are met in the development of digital services.</li> </ul> <p>This appears to meet the requirements of the Level E descriptor and other roles.</p>	
<p>External contact is generally routine e.g. with suppliers, contractors, and key stakeholders, with some high profile or at senior levels</p> <p><b>Commentary</b>  <b>Match</b> – Although the JDPS doesn't specify external contact, I believe it is likely from the information provided in the JDPS that this role would need to deal with specialist external contractors and stakeholders due to the bespoke/specialist nature of this role and its wider integration/impact across other departments and internal and external service users.</p> <p><b>PURPOSE OF POST:</b>  To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.</p> <p>You'll work as part of a multi-disciplinary agile team, getting involved with every part of the lifecycle of a service, from user research to deploying code to production.</p>	<p style="text-align: center;"><b>Level E match</b></p>

You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.

You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.

You will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.

Also as per the **JE request form** page 6 - They will have significant day to day contact with external suppliers, so will need to manage their interactions to ensure we continue to get value for money. Also on page 5 of the **JE request form** under the heading Internal and external interfaces this role will interact externally with stakeholders/contractors/resources and they will interact with senior members/levels as outlined in the previous descriptor above.

**Key responsibilities**

- Provide second line support for the website and digital services, providing triage and developing fixes and improvements.
- Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.

**Knowledge, skills, and ability.**

- Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.



<p>The above duties and requirements appear to be comparable to other Level E roles.</p>	
<p>Participates in ICO-wide projects, taking a lead role for their area of expertise</p>	
<p><b>Commentary</b>  <b>Match</b> – As per the JDPS and previous information provided:</p> <ul style="list-style-type: none"> <li>• Ability to build and test simple interfaces between systems, or work on more complex integrations as part of a wider team.</li> <li>• Design and develop digital services to meet user needs.</li> <li>• Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.</li> <li>• To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.</li> <li>• You'll work as part of a multi-disciplinary agile team, getting involved with every part of the lifecycle of a service, from user research to deploying code to production.</li> <li>• You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.</li> <li>• You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.</li> </ul>	<p style="text-align: center;"><b>Level E match</b></p>

Also as per the **JE request form** page 5 - Internal and external interfaces:

Project teams (across ICO)

- They will need to be able to explain options considered, and communicate the rationale for those decisions to other, often senior members of wider project teams.
- They will work closely with managers across the ICO to understand business requirements and ensure they are met in the development of digital services.
- The post holder is required to champion the needs of the user internally, and keep user needs at the heart of their decision making, while maintaining website performance and security.

Although the JDPS does not specify the word project, the above duties and requirements appear to be comparable to other Level E roles and align to the requirements of this descriptor.

**Strategic input**

Level E	Closest match
Uses specialist knowledge to inform and contribute to functional strategy	<b>Level E match</b>
<b>Commentary</b> <b>Match</b> – According to the JDPS:	



- To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.
- You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.
- You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.
- Design and develop digital services to meet user needs.
- Engage with a wide range of users and stakeholders to continually gather feedback to inform future iterations and enhancements to the product.
- Knowledge of the difference between user needs and the desires of the user, ability to champion the needs of the user internally, and a keenness to meet user needs through good service design.
- Excellent interpersonal skills with people at all levels. Able to collaborate to achieve objectives, and resolve technical disputes taking into account all views and opinions.
- Ability and willingness to continually learn new techniques and technologies, seek best practice and share your knowledge with others

Also please refer to the **JE request form** page 6 heading **Strategic input**.

The above duties are comparable to other Level E roles and the requirements of the descriptor.

Applies policy and develops processes to deliver strategic goals

Level E match

**Commentary**

**Match** – As per the JDPS:

- To develop the ICO website and digital services to ensure they meet user and business needs, ensuring that all developments meet high standards of quality and maintain the performance and security of the ICO website.
- You will take the lead, making important design decisions that will ensure the ICO's services meet needs in the best way possible, while being highly performant and appropriately secure. You will deliver high quality client- and server-side code, and help design and implement virtual infrastructure resources to support new and existing services. You'll also seek to continuously improve the product and services to better meet the needs of users and the business.
- You will work closely with colleagues in the Product and Architecture team to design and implement loosely coupled, tightly integrated digital services that solve a problem for the ICO's customers while reducing manual inputs for staff, through the best use of technologies including APIs and automation.
- You will work with colleagues in Cyber Security and Information Management to ensure that the ICO's digital services and data remain secure.
- Design and develop digital services to meet user needs.
- Make and document design decisions in line with digital service design standards, and performance and security best practice.
- Write clean, accessible, secure, and well-tested code.
- Create code that is clear and easy for others to understand and reuse.
- Deploy your code through the ICO's pre-production and production environments in line with ICO procedures.

Also please refer to the **JE request form** page 6 heading **Strategic input**.

The above duties are comparable to other Level E roles and the requirements of the descriptor.



## Resource management

Level E	Closest match
<p><b>Typical roles will have management responsibility for a small team or will co-ordinate activities of external contractors</b></p> <p><b>Commentary</b>  <b>Match</b> – The JE request form states on page 3 that the post will not have line management responsibilities, and on page 6 the role will not be required to manage people or budgets.</p> <p>As per a previous descriptor: <i>External contact is generally routine e.g. with suppliers, contractors, and key stakeholders, with some high profile or at senior levels</i> - Although the JDPS doesn't specify external contact, I believe it is likely from the information provided in the JDPS that this role would need to deal with specialist external contractors and stakeholders due to the bespoke/specialist nature of this role and its wider integration/impact across other departments and internal and external service users.</p> <p>Also as per the <b>JE request form</b> page 6 - They will have significant day to day contact with external suppliers, so will need to manage their interactions to ensure we continue to get value for money. Also on page 5 of the JE request form under the heading <b>Internal and external interfaces</b> this role will interact externally with stakeholders.</p> <p>Therefore, unsure if this is enough of a match to the descriptor to be acceptable at Level E?</p>	<p style="text-align: center;"><b>Level E match?</b></p>
<p><b>May manage a large operational team through team leaders, requiring effective leadership and management skills</b></p> <p><b>Commentary</b>  <b>Match</b> – The <b>JE request form</b> states on page 3 that the post will not have line management responsibilities and on page 6 the role will not be required to manage people or budgets.</p>	<p style="text-align: center;"><b>No match to Level E</b></p>

<p>There is no evidence in the JDPS of this requirement therefore no match to the Level E descriptor.</p>	
<p><b>May be accountable for budget spend on specific projects or for the budget of a small service/support function</b></p>	
<p><b>Commentary</b>  <b>Match</b> – The <b>JE request form</b> states on page 6: The role will not be required to manage people or budgets.</p> <p>There is no evidence in the JDPS of this requirement therefore no match to the Level E descriptor.</p>	<p><b>No match to Level E</b></p>
<p><b>The job holder may be the recognised number 2 in a specialism and/or cover for their boss during periods of absence</b></p>	
<p><b>Commentary</b>  <b>Match</b> – According to the <b>JE request form</b> page 3 proposed structure this role is a standalone role reporting to the product owner – website (digital architect), it doesn't specify if this role or the product tester website which appears to be at the same level, would cover for their boss during periods of absence, yet it would appear to be a reasonable assumption one of the 2 roles would.</p> <p>From the structure it appears this role is the number 1 in a specialism and would be number 2 behind the line manager product owner – website (digital architect), in relation to the product engineer (developer) website elements of the role.</p> <p>The above appears to indicate a match to the Level E descriptor.</p>	<p><b>Level E match</b></p>

**Summary of Grade Matches**

	Grade matches
<p>Qualifications and experience</p>	<p>Level E match</p>
	<p>Level E match</p>



	Level E match
	Level E match
<b>Autonomy &amp; decisions</b>	Level E match
	Level E match
	Level E match
	Level E match
<b>Interfaces and Liaison</b>	Level E match
	Level E match
	Level E match
<b>Strategic Input</b>	Level E match
	Level E match
<b>Resource Management</b>	Level E match?
	No match to Level E
	No match to Level E
	Level E match

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** Senior Data Analyst

**DEPARTMENT:** Digital, Data & Technology

**REPORTS TO:** Director of Data

**SALARY:** Level F

**HOURS:** 37 per week (full time)

### **PURPOSE OF POST**

- The role collects, organises and studies data using tools and techniques for data analysis and data visualisation to provide actionable business insights
- The role manages, cleans, abstracts and aggregates data in order to perform a range of analytical studies on that data, presenting data, insights and conclusions in the most appropriate format for users
- The role will provide data collation, statistical analysis, reporting, metrics and dashboards for a number of critical business areas, directly, via the role holder's immediate team, and through coaching, support and upskilling of others in the ICO
- The role will enable ICO business units to trend, forecast, translate and communicate data into actionable insights for internal and external stakeholders, in a way that allows for clear execution of ICO strategy using data to inform decision making, and support the exchange of information with stakeholders e.g. recognised Trade Unions
- The role will also be responsible for compiling information to complete statistical returns to the government and other bodies, and work with colleagues to ensure that mandatory reporting is completed accurately and on time.
- The role will support the delivery of value from data for the ICO and for its stakeholders such as individuals, businesses, public and third sector organisations
- The role will develop a data analysis centre of enablement, growing data analysis as an organisational competency, and influencing the wider position of the ICO in the public sector as an analytics leader

### **KEY RESPONSIBILITIES**



- Leading a team of one or more data analysts to create a data analysis centre of enablement
- Creating insights from ICO and third party data to drive business decision making, using a range of analysis and visualisation tools, on a regular and one-off basis as required
- Ensuring that data is checked for sufficient quality on which to base business insights, feeding issues with data quality back to the appropriate teams
- Prototyping reports and developing productionised solutions
- Ensuring that data insights are following best practices for statistical accuracy, ethics and accessibility
- Ensuring that the appropriate Data Privacy Impact Assessments (DPIAs) are completed prior to the execution of new data analytics use cases
- Providing appropriate technical support for data analysis products and services for incident and problem resolution
- Ensuring insights are gathered from various data sources and effectively translated and presented into actionable insights that drive decision making.
- On-going maintenance and continuous improvement of existing reports.
- Completion of mandatory statistical returns to government and other bodies.
- Working closely with stakeholders to identify business challenges, help develop hypothesis and business cases for potential advanced analytic / deep mining projects.
- Working closely with colleagues to provide data which supports Trade Union relationships, consultations and negotiations
- Working to establish greater use of self-service for data and reporting delivery in areas such as People Services and Finance, and support the transition from existing database reporting to new systems
- Identifying opportunities to automate / standardise and replicate regular data and reporting requirements.
- Ensuring that all data privacy processes and procedures are in place and adhered for work undertaken in the team.
- Delivering work with strong attention to detail and the utmost judgment and discretion dealing with data e.g with highly-sensitive people data.
- Contributing toward the capability growth and performance of teams by collaborating effectively while helping to cultivate an inclusive work environment.

## **PERSON SPECIFICATION**

	<b>Criteria</b>
<b>Education and Qualification</b>	<p>Substantial experience relevant to the role requirements, as described in the role responsibilities and person specification, and accumulated through any combination of academic or vocational qualifications or experience</p> <p><b>AND</b></p> <p>Desirable: relevant mathematics, statistics, data science and / or data analytics qualifications and certifications.</p>
<b>Experience</b>	<p>Experience of developing data analytics centre of enablement / excellence in a medium-sized organisation (1,000+ people).</p> <p>Experience of creating data analytics reports, dashboards and visualisations in support of a wide range of contexts and use cases.</p> <p>Experience of using data analytics technologies both on-premise and cloud-based.</p> <p>Experience of applying data governance and data protection principles to analytics.</p> <p>Preference for experience of the Microsoft stack for data warehousing and analytics including SQL Server, Power BI, SSRS and Azure; or equivalent technologies.</p>
<b>Knowledge, skills and ability</b>	<p>Able to build and motivate data analytics teams.</p> <p>Extensive knowledge of data and data analytics technologies on-premise and in the cloud, and ability to apply this to the role.</p> <p>Knowledge of statistical methodologies and data analysis techniques. Able to select the right approach to creating meaningful and actionable insights.</p>



	<p>Actively keeps informed of industry developments to make cost-effective use of new and emerging tools and technologies.</p> <p>Knowledge of the public sector and regulatory environment, or clear appreciation of specifics and complexities and how they would influence the role.</p> <p>Knowledge of the data protection and privacy landscape, regulations and obligations for data practitioners.</p> <p>Ability to deal with complexity and ambiguity, creative problem solving and developing innovative solutions.</p> <p>Understanding of wider DDaT profession and practices and their relationship with Data. Experience of delivering using adaptive methodologies such as Agile.</p> <p>Communicating effectively across organisational boundaries, understanding the context.</p>
--	---

## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** Application Operations Manager

**DEPARTMENT:** Digital, Data & Technology

**REPORTS TO:** Senior IT Operations Manager

**SALARY:** Job Level E ( Proposed)

**Hours:** 37 per week (full time)

### **PURPOSE OF POST:**

As a member of a multi-skilled DDaT (Digital, Data and Technology) function it is essential that the postholder works closely and collaboratively with colleagues across the team, within the Design and Delivery team, Product, Infrastructure, Data and IT Operations as well as the wider ICO.

You will manage the Application Support teams workloads daily, whilst being hands-on ensuring there is a focus on the ownership, prioritisation and urgency of issues between the direct reports. Co-ordinate and manage escalations to Application leads or other areas of the function.

As Application Support Manager you will be converse in using modern business applications to support business critical processes and services.

### **KEY RESPONSIBILITIES**

- Lead the 2<sup>nd</sup> line Application Support team on a daily basis including regular 1:1s and PDR. Overall responsibility for the teams workloads in line with the DDaT workplan and resourcing profile ensuring there is a clear focus on ownership, prioritisation, urgency of issues and be an escalation point for all direct reports
- Conduct weekly review meets with the team on backlogs, prioritisation and delegation of incidents and requests
- Lead a develop a culture of resilience, simplification and continuous improvement which also embraces the DDaT Culture and Values
- Lead on application support elements at departmental meetings such as CAB, TDA
- Ensure the completion and ongoing maintenance of application support documentation, technical specifications and user guides
- Identify and apply appropriate service and process metrics. Monitor, reporting and perform analysis of agreed department KPIs and liaise with the IT Operations Manager and Service Desk Manager to implement
- Ensure procedures are followed and SLAs for all services supported by the team are met
- Act as operational SME for application products while also gaining a strong understanding of the underlying infrastructure and operations toolset through close working with the Product team
- Oversee the investigation and resolution of incidents, supporting Major incidents as required by the MiM

- Source and deliver the components of requested standard services (eg licences and software media) in conjunction with the Client Services team
- Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services
- Ensures problems are fully documented within the relevant reporting system. Enables development of problem solutions
- Attend monthly supplier reviews when required
- Develop, embed and champion the Accessibility Guidelines WCAG2.1 to support effective end user support

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualifications</b>	<p>Substantial experience relevant to the role requirements, as described in the role responsibilities and person specification, and accumulated through any combination of academic or vocational qualifications or experience</p> <p>IT service management /Application Support (Desirable criteria)</p>	Application
<b>Work Experience</b>	>3 years experience of application support experience of working within a multi-disciplined IT function	<p>Application and interview</p> <p>Application and interview</p>
<b>Knowledge, Skills and Ability</b>	<p>Managing/working with third party suppliers</p> <p>Release/deployment management experience</p> <p>Manage the resolution of all user requests to a minimum of the agree service level agreement</p> <p>Working knowledge and experience of the following service management processes;</p> <ul style="list-style-type: none"> <li>- Change management</li> <li>- Incident management</li> </ul>	Application and interview



	<p>- Problem management</p> <p>Experience of producing relevant reports in a standard format in an agreed timeline working with key stakeholders to discuss any changes in reporting processes</p> <p>Procurement experience</p> <p>Asset management – tracks, logs and corrects information to protect assets and components</p> <p>ITIL Certification</p>	
--	---	--

**Please note that post holders for this role will be required to receive security clearance to SC level. This requires the disclosure of spent and unspent convictions. Although convictions will be taken into account, any such information will not necessarily prevent you from obtaining a security clearance.**

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** People Services Business Manager

**REPORTS TO:** Policy and Performance Business Partner

**SALARY:** Level D/E

**HOURS:** Full time OR Part time

### **PURPOSE OF POST:**

We are looking for a proactive and motivated individual who can support the People Services Directorate with workstream delivery, risk management, and business planning activity, as well as business planning activities to help the Director of People Services and their Senior Management Team operate effectively.

This is an exciting, challenging role in a supportive team. The role will offer you the opportunity to build an understanding of a wide range of ICO's policies and processes, and work with a wide range of colleague's across the regulatory sector, in particular the Digital Regulatory Committee Forum (DRCF) and UK Regulators Network (UKRN).

This is a fast-paced role which will require you to manage and deliver against several different priorities while managing other competing interests and commitments. Collaboration is key, so you'll be a talented communicator who can build effective relationships with a broad range of colleagues and stakeholders.

### **KEY RESPONSIBILITIES**

- Lead on the development of the People Services workstream delivery plan, ensuring activity is managed and delivered against deadlines and measures.
- Providing support to the Director of People Services in their preparation for Board and Committee papers and actions, delivery of the People Business Plans, risk management activity, employment casework management and ongoing People initiatives.

- Maintain and support the production of documentation to allow for effective reporting of decision making of the Director of People Services for transparency and audit purposes.
- Develop the programmatic approach of the People Services directorate, working closely with the ICO Programme Office to ensure all business planned activity is tracked, monitored and progress reports are developed for the Governance scorecard.
- Manage and lead the Risk Review process within People Services, establishing cross functional teams to ensure future planned actions are planned, delivered, and current actions are evaluated and monitored.
- Maintain the People Services risks and issues registers, contributing to the identification of risks and issues, developing response recommendations.
- Manage the information request workload of the Trade Union, ensuring the effective allocation of tasks are managed by regularly assessing incoming requests, and supporting the Director of People Services to meet service level agreements.
- Effectively manage the process when requests for review, approval, and sign off are required of the Director of People Services, ensuring that the appropriate People Services Senior Management Team members are involved, and that the reviews are carried out in a timely and consistent manner with outcomes communicated effectively to stakeholders.
- Support the Director of People Services to ensure the ICO has effective relationships with external stakeholders, such as the DRCF and UKRN, effectively managing key activity and ensuring assigned actions are completed and delivered in a timely manner.
- Work with the Finance directorate to ensure the People Services budget and database is effectively managed to reduce the risk of underspend against planned activity.
- Procure services from external providers where necessary, and ensure they are appropriately managed, monitored, and comply with confidentiality agreements with the ICO.
- Support the Policy and Performance Business Partner by contributing to the production of reports on key performance



indicators and using the information to continually improve standards and effectiveness.

- Deputise for the Policy and Performance business partner when required.
- Ensure the People Services Directors Admin is managed effectively and understands the expected standards of performance.
- To provide any additional support as required for the Director of People Services.

### PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Educated to degree level or substantial work experience demonstrating graduate level ability.	Application form
<b>Work Experience</b>	Experience coordinating workstreams and supporting the delivery of business plans.  Experience of dealing with and sensitive learning issues in a diplomatic and professional manner	Application form & Interview
<b>Knowledge, skills, and ability</b>	Excellent intellectual and analytical ability, including the ability to analyse and quality check complex information.  Ability to focus on	Application form & Interview  Application form &

	<p>the delivery of outcomes and work under pressure to respond quickly to changing circumstances and tight deadlines.</p> <p>Excellent communication skills with the ability to provide clear advice and influence at all levels.</p> <p>Strong organisational skills and adept in providing secretariat support for senior meetings.</p>	<p>Interview</p> <p>Application form &amp; Interview</p> <p>Application form &amp; Interview</p>
	<p>Ability to deal with complex or sensitive situations in a diplomatic and sensitive manner.</p> <p>Experience preparing and presenting agendas, papers, and reports. statistics, charts etc.</p> <p>Excellent knowledge and demonstrable ability of Microsoft 365 applications.</p> <p>Demonstrates a high degree of personal integrity and discretion.</p>	<p>Application form &amp; Interview</p> <p>Application form &amp; Interview</p> <p>Application form &amp; Interview</p> <p>Application form &amp; interview</p>

## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**JOB TITLE:** PMO Manager

**REPORTS TO:** Head of PMO

**SALARY:** F

### **PURPOSE OF POST**

The PMO is part of the Executive Directorate that is responsible for an ambitious agenda of transformation. It is a 'Centre of Excellence' that helps achieve better quality, consistency and oversight of ICO projects by developing and maintaining project management methodologies, standards and tools.

You will play a vital role in developing and embedding key PMO functions. A current priority is our value realisation framework, to ensure we enable value-led decisions and optimise return on investment. To support you in this you will be responsible for the line management of a small team of PMO analysts.

You will also manage our Assurance and Control processes to demonstrate that our Portfolio, Programme and Project delivery is aligned to relevant Government standards and frameworks.

You will be an advocate for change, working with the PMO team to develop and support the ICO in using a programme mindset, results and value led approach to embed our shifts of approach into our culture.

You will ensure proportionate and effective monitoring, challenge and reporting on the portfolios is in place, using this information it to facilitate continuous improvement, and to drive ICO leaders' decisions about priorities and resources to achieve our strategic enduring objectives.

### **KEY RESPONSIBILITIES**

- Effectively develop, shape and coordinate the benefits and value framework. Embed a benefit led approach to all projects and initiatives, providing governance and assurance to senior management boards.
- Effectively develop and manage PMO Assurance framework against Government Functional Standards.



- As part of the PMO leadership team, develop the PMO as a centre of excellence and mature the service as the ICO evolves.
- Influence and support Project Professionals and Senior Leaders in understanding and using tools to ensure that we are successfully planning, delivering and embedding transformational change.
- Provide effective leadership to PMO team, line managing, coaching, and developing a team of PMO Analysts and Co-ordinators, ensuring the best use is made of their skills.
- Supporting the Head of the PMO to develop and implement a programme mindset.
- Ensure processes are put in place to collect and record information throughout the lifecycle of a programme/project, providing the rationale for investment, demonstrating the value at each review point and reporting on benefits realisation.
- Horizon scan for changes to standards, in the internal or external environment which may impact on guidance and frameworks.
- Accountable for tracking and ensuring the implementation of actions that arise from assurance reviews, and lessons learnt ensuring that PMO are providing the best practice advice and guidance to Project Professionals within a fast-paced environment.
- Work alongside colleagues in the ICO's Strategy and Planning teams to co-ordinate planning activities and reporting on strategic delivery.
- Ensure systems are in place to identify, manage and escalates risks against project delivery standards, in a way that facilitates lessons learnt and continuous improvement.
- Represent the Head of PMO in their absence.

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How Assessed</b>
<b>Education and Qualifications</b>	<p>Substantial experience relevant to the role requirements, as described in the role responsibilities and person specification, and accumulated through any combination of academic or vocational qualifications or experience.</p> <p>Professional qualification relevant to working within a PMO.</p>	Application form/certificates
<b>Work Experience</b>	<p>Experienced in the field of project, programme and portfolio management, performance management and business analysis.</p> <p>Significant experience in transformational change programmes</p> <p>Leadership experience and ability to use matrix management to ensure benefits are realised, or changes embedded.</p> <p>Experience of supporting strong governance functions up to board level, and a sound understanding of how to embed appropriate and timely reporting structures</p>	<p>Application form / Interview</p> <p>Application form / Interview</p> <p>Application form/ interview</p> <p>Application form/ interview</p>

	with supporting management information.	
<b>Knowledge, skills and ability</b>	Understanding of P3O best practice and standards, with the ability to interpret and apply these to the needs of the organisation. Ability to track and deliver varied tasks at pace to tight deadlines and have excellent organisation skills and the ability to prioritise and delegate	Interview/Presentation  Interview
	Excellent judgement and the ability to deal with a changing environment both on a day to day and long-term basis	Interview
	Personally effective and achievement driven to ensure that risks to success are identified and mitigated at the earliest opportunity.	Application form / Interview
	Excellent written and verbal communication, negotiation and presentation skills	Application form/ Interview
	Ability to seek out, manage and influence opportunities for continuous improvement and change	Application form / Interview  Interview
	Strong stakeholder management skills with a proven ability to work	



	closely with a range of people at all levels and foster collaboration to secure successful outcomes.	
--	--	--

**Appendix 4**

**Grade review request form - for newly created posts**

**1) Basic details**

**Job title of new post to be evaluated:**  
**Finance Business Partner**

**Head of Department/relevant manager submitting the request:**  
**Angela Donaldson**

**Proposed job level of post:**  
**F**

**Proposed line manager of post (role and grade):**  
**Head of Finance (G)**

**An accurate and up to date job description is attached with the request form:**  
**Yes**

**Has a copy of the draft job description been provided to the Trade Unions:**  
**Yes**

**Statement from the Head of Department/relevant manager submitting the grade review request form for the newly created post**

**The background to the post and reason why an evaluation is being requested:**

**See attached Target Operating Model currently under review**

**Details of the proposed structure, reporting line, line management responsibilities and explanation of how the role fits into the job family for the department:**

**This proposed role(s) will report directly into the Head of Finance. The FBP role will be responsible for the line management of the Assistant Finance Business Partners (level D).**

**The role will form part of the finance team's senior management structure and will be the forward facing element of the directorate. Working in the way People, Communications and IT Business Partners do, the post holders will be expected to embed themselves within each directorate and become a strategic partner of the director, providing budget challenge, understanding the detail of individual budgets, escalating concern and working with People Business Partners and Directors to develop solutions.**

**The Assistant Finance BP role will support the Finance Business Partners with developing reports, processing financial information, and updating budgets and financial forecasts on the Workday system to ensure that information is accurate for the Business Partners to provide analysis and challenge.**





## Details of the job content:

- Details of the qualifications and experience needed for the role.

The post holder will need to be a fully qualified accountant, with significant experience in a similar role, ideally in the public sector

We are looking for experience identifying and implementing improvements to financial processes, including designing and developing financial processes and policy. There will be a requirement to have experience leading, managing and developing teams and well as experience of supporting non-financial colleagues.

The postholders should have experience of developing budgets, forecasts and medium to longer term financial plans.

In addition, the postholder will have considerable experience in data analysis to be able to report on efficiencies and benefits realisation.

- The level of autonomy and decision making required for the role

This role will have autonomy to work with and lead their business areas on finance initiatives. While they will report outcomes up to the Head of Finance and collaborate across the other Finance and People Business Partners they will be responsible for driving outcomes and making decisions and recommendations within their business areas. Although budget holders will be responsible for their budgets, they will be acting on the advice and information delivered by the FBP.

- The nature of internal and external interfaces expected of the role.

The business partners will liaise with senior stakeholders – they will rely on developing strong working relationships with the most senior colleagues across the organisation, encouraging data driven decision making and influencing spending and finances across the organisation as well as engaging with external stakeholders such as external auditors and DSIT Finance.

- The extent of the strategic input the role is expected to make for the department.

The finance business partners will be a strategic partner of directors across the organisation, providing challenge and forecasting to support strategic decision making and supporting the Head of Finance and Finance Director in the strategic funding sustainability for the organisation.



Please forward this form and job description(s) to the Human Resources team.



## **JOB DESCRIPTION & PERSON SPECIFICATION**

**JOB TITLE:** Finance Business Partner

**REPORTS TO:** Head of Finance

**SALARY:** Level F

**HOURS:** 37 per week

**DIRECT REPORTS: OPTION 2 ONLY: Assistant Finance Business Partners**

### **PURPOSE OF POST**

The Finance Business Partnering team is responsible for ensuring that the ICO budget holders are provided with appropriate financial advice and support to enable them to make the best use of resources devolved to them.

Being the first point of contact within the Finance Directorate for specified departments across the wider organisation to ensure that the organisation is provided with a joined-up finance view.

The Finance Business Partnering team is a collaborative team focussed on providing the organisation with guidance and challenge around efficiencies, ensuring spending aligns with organisational priorities, cost avoidance, benefits realisation and financial analysis.

The key collaborations, aside from the wider Finance department, are with People Services and directors across the organisation.

### **KEY RESPONSIBILITIES**

- Work in conjunction with the other Finance Business Partners to:
  - OPTION 1: coordinate and consolidate a whole of organisation view of the finance business partnering function including the business areas supported by the other Finance Business Partners and Assistants;
  - OPTION 2: contribute to a coordinated and consolidated view of the Finance Business Partnering Function across the whole organisation in conjunction with the other Finance Business Partners and their Assistants. Build trusted working relationships with internal and external stakeholders.

- Lead the delivery of timely and robust financial information to enable you to influence business decision making for your area of responsibility.
- Work with budget holders to develop robust budget plans and monitor those plans, with the support of the Assistant Finance Business Partners, and working with the other areas of the Finance team.
- Influence the affordability and prioritisation of business plans and seek to maintain spend within departments' respective financial boundaries.
- Working with the People Services Business Partners to monitor headcount plans and limits, look at resource mix issues and the cost of resources to deliver business priorities.
- Provide advice on spending types, accounting treatments and adherence to spending controls to budget holders.
- Play an active part in developing the capability of the finance directorate, aiding and contributing to the vision and objectives.
- Supporting the development of individuals in the team in line with ICO policies.
- As a leader within the finance directorate, taking an active role in leading and developing a team of finance professionals, contributing to joint team and corporate objectives.
- Develop financial modelling within business cases, engaging with finance and stakeholders as business cases progress.
- Understand and advise on governance routes for change according to financial tolerances.
- Providing advice and insight to support data driven decision making and working collaboratively with colleagues at all levels to deliver shared objectives.
- Deputise for the Head of Finance as appropriate. in areas of delegated responsibility.

## PERSON SPECIFICATION

	<b>Criteria</b>	<b>How assessed</b>
<b>Education and Qualifications</b>	Fully qualified accountant (CCAB professional accountancy body or equivalent with up to date CPD	Application and certificates of professional membership
<b>Work Experience</b>	Significant previous experience working in a similar role (ideally within the public sector)	Application and interview

	<p>Experience of identifying and implementing improvement by designing, implementing and managing finance processes and policies</p> <p>Experience of supporting non-financial personnel to deliver accurate financial performance reporting, both short and medium term</p> <p>Experience leading, managing and developing teams to maximise their individual contributions and achievement of goals.</p> <p>Experience in The ability to analysing financial and non-financial data to ensure effective reporting of efficiencies and benefits realisation</p>	
<p><b>Knowledge, skills and ability.</b></p>	<p>Strong interpersonal skills, able to manage conflict and maintain good relationships with team and key stakeholders</p> <p>Ability to deal with a demanding workload which will include conflicting demands on time</p> <p>Strong analytical and numerical skills demonstrating an ability to identify and react to emerging issues</p> <p>Up to date knowledge of current trends and</p>	<p>Application and interview.</p>



	<p>practices relating to public sector finance and good knowledge of double entry book-keeping</p> <p>Excellent standard of literacy and effective written communication skills for preparing financial reports</p>	
--	---	--

## Grade review request form - for existing posts

### 1) Basic details

Your name/names of those making the request: **Section 40(2)**

Your job title: Senior Communications Officer (Digital)

Job title of post to be evaluated: Senior Communications Officer (Digital)

Current job level of post: Level E

Your relationship to this role (please check the box):

Post holder  Head of department  Trade union

### 2. Post holder/Trade Union's statement

Please state why you feel the grade of the post should be reviewed, giving as much detail as possible.

Your submission must include details of the following:

- Details of the qualifications and experience needed for the role.
- The level of autonomy and decision making required for the role.
- The nature of internal and external interfaces expected of the role.
- The extent of the strategic input the role is expected to make for the department.
- The level and nature of resource management required of the role, including people, budgets and physical assets.

You should describe how each of these factors have changed since the role was last evaluated, and provide details of any other changes to responsibilities which you feel are relevant to your request.

You should provide a copy of job descriptions, past and present if possible, to help demonstrate how the role has changed since it was last evaluated.

You may continue on a separate sheet(s) if necessary.

### **Post holder Statement**

There are two reasons why this grade review is required:

1. the content of the job has changed over time to such an extent that the existing grade of the role needs to be reviewed; and
2. the responsibilities of the post and outcomes required have changed significantly because the ICO's requirements in relation to the website have evolved to such an extent that the post now needs significantly greater specialist expertise.

### **Qualifications and experience**

The role is currently graded at a level E. Under the current grading framework a post holder at this level is "likely to have **up to 5** years relevant experience."

The required level of specialist knowledge and experience that the role now requires needs a post holder with **5+** years experience, in line with level F descriptors.

There are two main reasons for this:

1. The ICO has been working to develop its digital and data capabilities for a number of years in order to continuously improve regulatory outcomes, productivity and services for our customers. This has had a direct impact on how we approach and deliver website content and services. The website was once primarily considered a repository for information, but is now plays a key part in the ICO's digital portfolio. We use the website to change stakeholder behaviour, reduce the cost and impact on other ICO services (eg live services and complaints), and reduce the cost and impact on businesses and provide regulatory certainty. Achieving this means ensuring effective user journeys, and user-focused content and interactive resources, which are constantly iterated to meet the ever changing needs of stakeholders.

As a result of this change in approach, the post holder must have specialist skills that were not previously necessary in the role, comprising of:

- user research;
- content management and design;
- interaction design;
- service design; and
- business and performance analysis.

They must be able to drive forward continuous improvement and development, through external networks and an understanding of the



digital environment - applying new ideas and principles to the work of ICO to help to continually improve website content and user experience, as well as developing the web update service and team.

The recent launch of ICO25 evidences this change of approach. The website's role would once have been simply as the home for the content of a new strategy. Now though, it is a key component in *delivering* the ICO25 plan. Implementation of ICO25 is dependent on the website, with an integral role in a number of deliverables - including (but not limited to):

- delivering improvements to complaints and breach handling through improved user journeys;
- designing and publishing online training materials and templates for businesses;
- publishing a database of advice and recommendations;
- designing and publishing sector specific guidance; and
- defining legal vs best practice guidance online.

The website aspects of these pieces of work will be dependent on the skills and expertise of the postholder.

2. Under the job grading framework, a level E would typically be expected to work within clearly defined frameworks, make operational decisions based on broadly defined policies and procedures and would be able to refer novel or complex issues to other specialist areas for advice or decision. At level F, the post holder is expected have significant freedom to act within their specialism, to make decisions autonomously within their specialism and use their professional judgement with only line manager review. I currently operate the role within those level F parameters and I believe this will be evidenced by my Head of Department's supporting statement.

Whilst the role of the website has evolved, the input (in relation to web) of the post holder's direct or indirect managers have not significantly altered. This is evidence the post holder is being expected to have higher level of responsibility to make decisions and to work with more freedom, autonomy and professional judgement to ensure the website and web update service continues to meet user and business needs and stay fit for purpose. These expectations are not currently reflected in the level E job description and are not reflective of the expectations of other level E positions in the organisation.

### **Autonomy and decision making**

Since 2021, the structure of ICO communications department has changed and the post is now solely focussed on the development of the website. The post holder's knowledge of the specialism must be the most extensive within the department and they are expected to have in depth knowledge (rather than a

**Commented [DM1]:** Up to you on this one - my view would be that responsibilities have changed, in that the head of / director of comms are responsible for a website that is more integral to the ICO's work. But the input we provide isn't greater - which I think is the point you're making here



commanding operational knowledge) in their discrete specialism, in line with level F descriptors. This level of specialism meets that expected of the newly designed communication's roles of 'News Manager' and 'Digital Content Manager'.

Transferring the responsibilities related to social media, multimedia and direct marketing has freed the position up to develop the communications department's website management offering exponentially. For example, the post holder has embedded GDS standards of web design - such as the use of user stories, utilised performance analysis data (eg analytics and user feedback) to improve content design and user journeys, developed an SLA for the website update service, and pushed through development work to meet user needs - such as the guidance change notes.

To work effectively and efficiently within the new structure, the post holder needs to act with near complete freedom within their specialism. They are trusted to make nearly all decisions related to their specialism with little technical support from managers. This includes decisions relating to user research activities, website content design, website service design, information architecture, accessibility compliance activities, and website development.

The post holder is required to seek out and manage a program of work based on user needs and business requirements, to ensure the website can play the role the ICO expects it to. This includes:

- the planning and execution of a two year user research plan in response to the ICO's desire to grow its research capabilities and to reflect industry best practice;
- the planning and execution of a roadmap of improvements to the website based on user research and insights and the prioritises of the ICO25 plan;
- improvements to the website update service to ensure the small team can continue to deliver a service efficiently to the growing business; and
- the ongoing internal roll out of user-centred design principles to align with the GDS.

From 2018, the post holder in this role has been responsible for ensuring the ICO's legal compliance with accessibility regulations, in relation to the external website. They are required to work autonomously using their professional judgement and risk management to make decisions related to the ICO's compliance. The post holder is required to report to audit committee and other ICO boards about the work - and they are considered the subject matter expert whose opinions and assurances inform most (if not all) of the ICO's decisions and risk appetite in this area. They are also responsible for reporting to the Cabinet Office, as and when the ICO are officially audited. This responsibility is not reflected in the current level E job description.

The post holder is trusted to use their professional judgement, knowledge of their specialism and knowledge of ICO website users to progress projects and tasks that ensure the ICO's website is meeting the objectives of the organisation,



meeting user needs, complying with relevant legislation and remaining fit-for-purpose – with limited input from management.

### **Internal and external interfaces**

Since the implementation of the DPA 2018, the ICO has had more requirements for new and innovative website products and content, outside of traditional guidance products – such as contract builders, the accountability framework, products to support codes of practice, etc. The post holder is required to interact regularly with operational and senior managers outside of the communications department to understand these new and changing requirements. They are required to be an influential member of projects; contributing and advocating with confidence for user focused design principles and activities within the scope of their specialism, as well as for the functions of the wider communications department.

They are required to lead multidisciplinary project teams to achieve outcomes related to their specialism. This can include working with external agencies, policy professionals or operational team members to design new products, user journeys, content, or functionality to meet user needs or business requirements. The post holder is also expected to use insight and evaluation to propose new projects where they see a risk that needs mitigating or opportunity that could be grasped.

Since 2020, the post holder has been required to be an active member of the UKRN's digital communications network – collaborating with other digital managers to help shape what website content design best practice looks like across the UK regulatory community.

The post holder is required to provide comment on media enquires, respond to complaints or FOI requests and provide accountability information to Government departments such as DCMS or the Cabinet Office - where the requests relate to the content of the website.

As the ICO has begun to develop its research and evaluation capabilities, the post holder has been expected to vastly develop their knowledge and expertise in the field of website user research and create a more comprehensive program of research in order to provide valuable insights about who the ICO's website users are, their needs and their level of satisfaction with our online services.

### **Strategic input**

Since 2022, the post holder has been expected to feed into the strategic planning of the communications department helping to set relevant operational and business objectives and KPIs within the business plan. It is their responsibility to ensure the relevant objectives and KPIs are met.

**Commented [DM2]:** It feels like this section would benefit from a single line, something like 'The interfaces listed above match the level F job descriptor, specifically xxx'



The post holder is required to push forward projects and changes related to the website content and design by producing strong business cases or following other internal procedures eg decision papers for boards.

The post holder is accountable for website compliance with accessibility standards and is expected to report to the communications and engagement board, the audit committee and cabinet office about how we are working to fulfil our obligations.

The post holder needs to be solely responsible for developing and applying processes to help the communications department reach strategic goals related to the website. The post holder must develop and roll out working practices that ensure the ICO's website content design is undertaken in a way that reflects industry standards and best practice, such as creating new collaborative ways of working to ensure the business sees the value of user-centred design. They must oversee the quality assurance of website content and the website update service making sure it works for a growing organisation and growing and evolving website user base.

**Commented [DM3]:** As above, just add a line to link this to what you're trying to achieve here

### **Resource management**

The post holder has always been expected to manage a team. However, as the requirements of the website, as key component of the ICO's digital first approach, grew - the web team had to develop a more specialised skillset. These skills differ from core capabilities of the rest of the department. The post holder is required to identify the key skills required of themselves and their team and ensure they are being developed so they can continue to effectively deliver on their specialist outcomes and so their skills remain fresh and reflective of the external content design community.

Since 2020, the post holder has been required to recommend budget for their area of responsibility. They are required to have a forward plan of work that can be considered for year ahead budget planning and an understanding of the cost and resource implications of this work. They are required to manage a number of external contracts - ensuring external suppliers are delivering value for money.

## Further information

### Internal role benchmarking

Since this post was established in 2017, the role of [Principal Technology Advisor – UX designer](#) has been created in the technology and innovation department. The PTA role has similar requirements to the role being regraded but is a level F post, leading to a lack of consistency and parity across departments.

55% of the key responsibilities laid out in the job description of the PTA role are comparable or the same with the responsibilities expected of the post being considered.

These are:

1. Design and run engagement and user research activities to get input and feedback on project work from a range of stakeholders. **(Same)**
2. Use design activities such as wireframing, prototyping and user flows to develop new design guidance and visualise how data protection can be implemented in the user experience and interface. **(Comparable)**
3. Lead projects to produce outcomes including; design guidance products for data protection, recommendations and proposals for new projects, design and product community based events, developing existing design guidance products such as the Children's code design guidance. **(Comparable)**
4. Champion design approaches to data protection in cross-regulator working groups such as the Digital Regulation Cooperation Forum (DRCF). **(Comparable)**
5. Provide creative input and manage work from external design agencies. **(Same)**

### External role benchmarking

There are roles across the civil service with similar key responsibilities. Although it may not be appropriate or feasible to reflect the job levels within the civil service at the ICO – industry benchmarking is an important consideration when deciding upon the grading of an internal role.

I have pulled out the key responsibilities from the job description for the Head of User Centred Design at GDS – which is a Grade 6/ Band A+ position. This is comparable to an ICO level F job. 100% of the key responsibilities laid out in the job description of this role are comparable or the same with the responsibilities expected of the post being considered.

1. influencing both design and organisational strategy and priorities; putting forward the case for user-centred design to senior stakeholders and colleagues across disciplines and organisations **(same)**
2. leading design in the development of strategy and services that meet user needs through integrated services, across multiple products and channels **(comparable)**

Commented [DM4]: For me, this is maybe too blunt, but up to you



3. extensive practitioner experience in at least one of these specialisms – Service Design, Interaction Design, Content Design, User Research, Performance Analysis – as well as in cross-disciplinary user-centred design leadership **(same)**
4. designing services to be equitable and inclusive, and advocating for accessibility and inclusion in service delivery as well as in the development of teams **(same)**
5. extensive experience empowering, leading and developing large cross-disciplinary teams of designers, researchers and data experts, including coaching and mentoring **(comparable)**
6. helping teams understand the wider service context of a project or product, coordinating work across multiple projects, and working in an agile, multidisciplinary and collaborative environment **(same)**
7. extensive experience in establishing positive working relationships and influencing and persuading at all levels **(same)**
8. excellent planning and organisational skills. Able to prioritise to meet deadlines and cope with fluctuations in workload **(same)**

The [Digital, Data and Technology Profession Capability Framework - GOV.UK \(www.gov.uk\)](http://www.gov.uk) is the Government framework for roles of this nature.

### 3. Head of Department's statement

Please state if you support the request for a job grading review for this post and why you feel a review is necessary.

If your submission is in response to a grading review prompted by the staff member(s) or trade union, you should comment on the details provided in the section above.

If you are making the submission for an existing role, or a newly created role, you should ensure your submission includes:

- Details of the qualifications and experience needed for the role.
- The level of autonomy and decision making required for the role
- The nature of internal and external interfaces expected of the role.
- The extent of the strategic input the role is expected to make for the department.
- The level and nature of resource management required of the role, including people, budgets and physical assets.

You may continue on a separate sheet(s) if necessary.

**Head of Department's statement**



The role of the website has changed significantly, from being a single channel of communication, to being a way that we have a regulatory impact as part of a digital first approach. This change reflects both the growth and evolution of the ICO, but also the changing expectations of our stakeholders in a digital world.

Section 40(2)

While the role the website plays has evolved, and the technical expertise **Section 40(2)**'s role requires has grown, the support provided to **Section 40(2)** has been consistent. I don't bring technical expertise around user centred design or research. We typically expect those working at level E to work within clearly defined frameworks – the simple fact is that **Section 40(2)**'s role is expected to have the skills and expertise to produce those frameworks.

I would support a regrade to level F.

Please forward the form and job description(s) to the Human Resources team.

## Grade review request form - for newly created posts

### 1) Basic details

**Job title of new post to be evaluated:**

Product Owner - Workday

**Head of Department/relevant manager submitting the request:**

Lucie Williams, on behalf of Workday Project Team and Rob Tomlinson

**Proposed job level of post:**

F

**Proposed line manager of post (role and grade):**

Rob Tomlinson

**An accurate and up to date job description is attached with the request form:**

Yes

**Has a copy of the draft job description been provided to the Trade Unions:**

No

**Statement from the Head of Department/relevant manager submitting the grade review request form for the newly created post**

**The background to the post and reason why an evaluation is being requested:**

Workday is a new ERP system that is being implemented in April 2023. It will be the main system for Finance, Procurement, HR, Recruitment, OD&C and Payroll transactions. It will be the self-service system for all employees for absence requests, claiming expenses, performance reviews, payslips etc and people manager tool for managing employee lifecycle requirements.

The system requires a support team to tackle issues raised by the teams, continuous development and for the twice yearly Workday release cycles as well as the strategic development of Workday use across the ICO.

The role of Product Owner is a brand new role to the ICO and different to some current product owners. Workday is not purely a technology solution, it impacts on people experience both internally and externally and is the main tool for corporate support functions.

This means the role will be focused heavily on stakeholder management internal and external, strategic approach and change management.

**Details of the proposed structure, reporting line, line management responsibilities and explanation of how the role fits into the job family for the department:**

The support team will sit in the Digital and Architecture team, with the product owner reporting to the head of digital and architecture. They will have two direct reports who are Workday specialists and specialists in their respective fields of HR or Finance.



### **Details of the job content:**

You should ensure your submission includes:

- Details of the qualifications and experience needed for the role.
- The level of autonomy and decision making required for the role
- The nature of internal and external interfaces expected of the role.
- The extent of the strategic input the role is expected to make for the department.
- The level and nature of resource management required of the role, including people, budgets and physical assets.

You may continue on a separate sheet(s) if necessary.

### **Details of the qualifications and experience needed for the role**

Ideally Workday experience from using the system and/or managing any of the modules being implemented if not in depth Workday experience, then in depth experience of managing an ERP system.

Qualifications maybe degree level or equivalent and an advantage would be if the candidate had obtained Workday accredited training. Recent experience of Workday or ERP more important than qualifications.

### **The level of autonomy and decision making required for the role / The nature of internal and external interfaces expected of the role**

The role is to product own Workday for the ICO. They will be working with stakeholders at all levels in the organisation and with external suppliers. The role is an autonomous decision maker, based on business requirements, budgets and prioritisation as well strategic planning and professional judgement from their Workday expertise. They will, alongside the Head of Department, decide the delivery plan, budget spend with a third party and any future procurement from Workday. They will manage and lead testing cycles, security of the system, change management, change governance. They will prioritise workloads and requests. Project management skills are required. They will liaise with directors of service and heads of departments in the areas Workday is utilised to ensure the system and support team are meeting requirements along with interpreting requests in to a suitable solution and influencing requests as required.

The role holder will need to possess emotional intelligence and diplomacy to operate effectively with senior levels across the ICO.

The role will be business facing across the ICO, not just with the teams that Workday is the core system for but for all teams who use the system for self-service. This will involve comms, change management and requirements for testing.

They will ensure that the product remains accessible for all users and will champion this with the inclusion and wellbeing team.

The role has significant freedom to act within their specialism and to manage all operational matters function wide.



They will have the capacity to deal with complex issues, advanced problem solving skills and a tolerance of ambiguity.

**The extent of the strategic input the role is expected to make for the department.**

Will be the strategic lead for the ICO in regards to Workday, interpreting business needs in to Workday solutions, looking externally at future Workday release and development items plus Workday offering that ICO does not currently have. Strategic planning will be about how we utilise Workday to continually automate more processes, development of the product either through Workday config or Workday partners that offer integration solutions.

**The level and nature of resource management required of the role, including people, budgets and physical assets.**

The role will manage a team of two specialists. They will be managing workloads that are obtained through the IT help desk ticket process along with a delivery plan of identified items from the implementation stage.

**They will be accountable for budget spent and for the third party support spend budget and defining with the business any future requirements for budget requests during business planning.**

**They will recommend budget for area of responsibility and, alongside the Head of Department, be accountable for budget spend within specialist area.**

Please forward this form and job description(s) to the Human Resources team.

**Workday Product Owner**  
**Comparison to generic job level descriptors – Level F**  
**Qualifications and experience**

Level F	Closest Match
<p>Degree or equivalent and possibly qualified or part-qualified professional qualification</p>	<p style="text-align: center;">F</p>
<p><b>Commentary</b>  <b>Match</b> – Degree or similar qualification</p> <p>Related qualification to either ERP, HR or Finance.</p> <p>Workday user based training in Business process and Security Admin.</p>	
<p>Fully experienced, i.e. likely to have 5+ years' relevant experience</p>	<p style="text-align: center;">F</p>
<p><b>Commentary</b>  <b>Match</b> – No specific references to 'five years' however the level of experience specified in the JD is likely to mean that this amount of time working in this area is required.</p> <p>Knowledge and experience of Workday methodology and usage. Experience of ERP systems.</p>	
<p>Experience within functional area may be more important than professional qualification</p>	<p style="text-align: center;">F</p>
<p><b>Commentary</b>  <b>Match</b> – Experience of ERP systems. Knowledge and experience of providing technical support of Core back-office systems.</p> <p>Recent experience of Workday or ERP more important than qualifications.</p> <p>Knowledge and experience of Workday methodology and usage.</p> <p>Experience of working in either a HCM or Finance role with knowledge of business processes.</p>	
<p>Strong and confident in their operational knowledge across the entire function or, in depth knowledge in their discrete specialism</p>	<p style="text-align: center;">F</p>
<p><b>Commentary</b>  <b>Match</b> – Experience of working in either a HCM or Finance role with knowledge of business processes.</p> <p>Experience of training colleagues in the use of a core system. Knowledge and experience of providing technical support of Core back-office systems.</p>	



## Autonomy and decision making

Level F	Closest match
<p>Significant freedom to act within their specialism or, in all operational matters function wide</p>	<p>F</p>
<p><b>Commentary</b>  <b>Match</b> – You will form part of the Products and Architecture leadership team, using your technical and change management knowledge to help shape the ICO’s overall technical strategy and roadmap while ensuring that Workday is aligned to the needs of the ICO and offers value for money</p> <p>The role has significant freedom to act within their specialism and to manage all operational matters function wide.</p>	
<p>Autonomous decision-making within the specialism, albeit usually within an overall framework (internal, e.g. policies and procedures, or external, e.g. legislation or case law)</p>	<p>F</p>
<p><b>Commentary</b>  <b>Match</b> – The role is an autonomous decision maker, based on business requirements, budgets and prioritisation as well strategic planning and professional judgement from their Workday expertise.</p> <p>Product Ownership of: Workday – current areas are Finance, Procurement, Estates, HR, Recruitment, Talent, Learning, Time Tracking, Payroll, Benefits, Absence and Reporting</p> <p>Ownership of the strategy and roadmaps for Workday in ICO</p>	
<p>Decision-making may be underpinned by considerable case investigation, audit or analysis</p>	<p>F</p>
<p><b>Commentary</b>  <b>Match</b> – They will liaise with directors of service and heads of departments in the areas Workday is utilised to ensure the system and support team are meeting requirements along with interpreting requests in to a suitable solution and influencing requests as required.</p>	
<p>Professional judgement is a key feature of roles at this level, albeit peer or line manager review is readily available</p>	<p>F</p>
<p><b>Commentary</b>  <b>Match</b> – They will have the capacity to deal with complex issues, advanced problem solving skills and a tolerance of ambiguity.</p>	

<p>The role is an autonomous decision maker, based on business requirements, budgets and prioritisation as well strategic planning and professional judgement from their Workday expertise.</p> <p>They will, alongside the Head of Department, decide the delivery plan, budget spend with a third party and any future procurement from Workday.</p> <p>They will manage and lead testing cycles, security of the system, change management, change governance. They will prioritise workloads and requests. Project management skills are required</p>	
<p>Requires interpretation and application of higher policy</p>	
<p><b>Commentary</b>  <b>Match</b> – Ability to interpret requirements from non-technical users for successful delivery outcomes.</p> <p>The role holder will need to possess emotional intelligence and diplomacy to operate effectively with senior levels across the ICO.</p>	<p>F</p>

### Interfaces and liaison

Level F	Closest match
<p>Internal interfaces are with operational line managers and senior managers both within and outside their function</p> <p><b>Commentary</b>  <b>Match</b> – As part of the day-to-day management of your product, you will work closely with stakeholders in People Services and Finance/Procurement teams to ensure that your product is delivering to their requirements and that any backlog is actively managed and delivered in line with the delivery plan for Workday.</p> <p>You will work with business area teams to ensure that Workday releases and wider changes are documented and change governance framework maintained.</p>	<p>F</p>
<p>Influences external stakeholders</p> <p><b>Commentary</b>  <b>Match</b> – The role will be focused heavily on stakeholder management internal and external. supplier account management of Workday and a third party Workday Partner.</p>	<p>F</p>



<p>Strong interpersonal skills, including the ability to negotiate and maintain good relationships with both internal and external stakeholders.</p>	
<p>Responds to media and external/public body enquiries and requests for comment</p>	
<p><b>Commentary</b>  <b>No Match</b> – Like many Level F roles, such as 'Product Owner – Platforms' or 'Group Manager IMS' it is not anticipated that the role holder will be required to respond to media enquiries. However, as Product Owner for the Workday ERG the role holder will respond to external enquiries relating to the system's use.</p>	<p>F</p>
<p>External communication lead within a specialist area</p>	
<p><b>Commentary</b>  <b>Match</b> – Role holder will be responsible for leading...supplier account management of Workday and a third party Workday Partner.</p>	<p>F</p>
<p>Leads significant projects within specialism, possibly drawing in external stakeholders, or contributes to broader based project teams</p>	
<p><b>Commentary</b>  <b>Match</b> – Experience of collaborative working with various stakeholders and external suppliers.</p> <p>You will be the lead for ensuring business communication of Workday developments and new items that affect the whole of ICO are communicated and any change management requirements are planned and executed in collaboration with stakeholders.</p> <p>You will be accountable for the strategy, roadmaps and leadership of the Workday product, ensuring that the product is developed and delivered in line with the external Workday methodology and internally to the Technical, Architectural, Security and PMO standards of the organisation, along with requirements of stakeholders within ICO.</p>	<p>F</p>



## Strategic input

Level F	Closest match
<p data-bbox="113 322 914 389">Contributes to functional strategy, taking the lead for their specialism</p> <p data-bbox="209 405 405 434"><b>Commentary</b></p> <p data-bbox="113 439 914 506"><b>Match</b> –The role would be...strategic approach and change management.</p> <p data-bbox="113 539 914 757">You will be accountable for the strategy, roadmaps and leadership of the Workday product, ensuring that the product is developed and delivered in line with the external Workday methodology and internally to the Technical, Architectural, Security and PMO standards of the organisation, along with requirements of stakeholders within ICO.</p>	<p data-bbox="1198 528 1219 557">F</p>
<p data-bbox="113 770 876 837">Develops and applies processes to deliver strategic goals</p> <p data-bbox="209 887 405 916"><b>Commentary</b></p> <p data-bbox="113 920 815 987"><b>Match</b> – Prioritise large workloads, project manage delivery plans.</p> <p data-bbox="113 1021 887 1211">You will be responsible for developing and leading on the testing strategy for the twice yearly Workday releases, coordinating completion across business stakeholder teams. You will be responsible for scheduling any non-automatic items as part of the Workday delivery plan</p> <p data-bbox="113 1245 879 1429">You will be accountable for managing the security structure of Workday and for developing an auditing framework of the whole system which covers areas such as security, data, retention, accessibility and change control.</p>	<p data-bbox="1198 1088 1219 1117">F</p>
<p data-bbox="113 1442 903 1509">In smaller functions, may take the lead on functional strategy for a specialist area</p> <p data-bbox="209 1547 405 1576"><b>Commentary</b></p> <p data-bbox="113 1581 895 1671"><b>Match</b> – You will lead your team to deliver efficiently and effectively manage support tickets raised by the People Services or Finance/Procurement teams.</p>	<p data-bbox="1198 1547 1219 1576">F</p>

## Resource management

Level F	Closest match
<p>Manages a team of specialists, either directly or through Team Leaders</p> <p><b>Commentary</b>  <b>Match</b> – You will be responsible for leading the Workday Support team in the embedding, development and people change management of the Workday system across the ICO</p> <p>This role will include the line management and appraisal of members of your product team and you will take on a leadership and mentoring role for more junior members of staff from across Digital &amp; IT, helping them to develop their skills and learn from your experience.</p>	<p><b>F</b></p>
<p>May recommend budget for area of responsibility and be accountable for budget spend within specialist area</p> <p><b>Commentary</b>  <b>Match</b> – They will be accountable for budget spent and for the third party support spend budget and defining with the business any future requirements for budget requests during business planning.</p> <p>They will recommend budget for area of responsibility and, alongside the Head of Department, be accountable for budget spend within specialist area.</p>	<p><b>F</b></p>

## Summary of Grade Matches

	Grade matches
Qualifications and experience	F
	F
	F
	F
Autonomy & decisions	F
	F
	F
	F
Interfaces and Liaison	F
	F
	F
	F
Strategic Input	F
	F
	F
Resource Management	F
	F



## **JOB DESCRIPTION AND PERSON SPECIFICATION**

**Job Title: Workday Product Owner**

**DEPARTMENT: Digital and IT Services**

**REPORTS TO: Head of Digital & IT Architecture**

**SALARY: Job level F**

**LOCATION: Wilmslow (Flexible)**

**HOURS: 37 per week (full time)**

### **PURPOSE OF POST:**

You will be responsible for leading the Workday Support team in the embedding, development and people change management of the Workday system across the ICO along with supplier account management of Workday and a third party Workday Partner.

You will be accountable for the strategy, roadmaps and leadership of the Workday product, ensuring that the product is developed and delivered in line with the external Workday methodology and internally to the Technical, Architectural, Security and PMO standards of the organisation, along with requirements of stakeholders within ICO.

You will form part of the Products and Architecture leadership team, using your technical and change management knowledge to help shape the ICO's overall technical strategy and roadmap while ensuring that Workday is aligned to the needs of the ICO and offers value for money.

As part of the day-to-day management of your product, you will work closely with stakeholders in People Services and Finance/Procurement teams to ensure that your product is delivering to their requirements and that any backlog is actively managed and delivered in line with the delivery plan for Workday. You will lead your team to deliver efficiently and effectively manage support tickets raised by the People Services or Finance/Procurement teams.

You will be responsible for developing and leading on the testing strategy for the twice yearly Workday releases, coordinating completion across business stakeholder teams. You will be responsible for scheduling any non-automatic items as part of the Workday delivery plan.

You will work with business area teams to ensure that Workday releases and wider changes are documented and change governance framework maintained. You will be accountable for managing the security structure of Workday and for developing an auditing framework of the whole system which covers areas such as security, data, retention, accessibility and change control.

You will be the lead for ensuring business communication of Workday developments and new items that affect the whole of ICO are communicated and

any change management requirements are planned and executed in collaboration with stakeholders.

This role will include the line management and appraisal of members of your product team and you will take on a leadership and mentoring role for more junior members of staff from across Digital & IT, helping them to develop their skills and learn from your experience.

**KEY RESPONSIBILITIES**

- Product Ownership of: Workday – current areas are Finance, Procurement, Estates, HR, Recruitment, Talent, Learning, Time Tracking, Payroll, Benefits, Absence and Reporting
- Ownership of the strategy and roadmaps for Workday in ICO
- Leadership and management of the Workday support team
- Change management for new functionality including communication and implementation planning and execution
- Project Management of the delivery plan, known and future
- Account management of Workday and third party partner
- Data and security management in Workday
- Auditing strategy and execution
- Development and management of test cycles and reconciliation
- Management of data retention compliance in the Workday system
- Identification and development of solutions as required by stakeholders
- Ensuring Workday is accessible for all

**PERSON SPECIFICATION**

	<b>CRITERIA</b>	<b>How Assessed</b>
<b>Education and Qualification</b>	Degree or similar qualification	Application/Certificates
	Related qualification to either ERP, HR or Finance.	Application/Certificates
	Workday user based training in Business process and Security Admin.	Application/Certificates
<b>Work Experience</b>	Experience of ERP systems.	Application / interview
	Knowledge and experience of Workday methodology and usage.	Application / interview
	Knowledge and experience of providing technical support of Core back-office systems.	Application / interview
		Application / interview

	<p>Experience of training colleagues in the use of a core system.</p> <p>Experience of working in either a HCM or Finance role with knowledge of business processes.</p> <p>Experience of collaborative working with various stakeholders and external suppliers.</p> <p>Experience of assessing the impact of change and implementation.</p> <p>Experience in handling and managing sensitive, confidential data.</p>	<p>Application / interview</p> <p>Application / interview</p> <p>Application / interview</p> <p>Application / interview</p>
<p><b>Knowledge, skills and ability</b></p>	<p>Strong interpersonal skills, including the ability to negotiate and maintain good relationships with both internal and external stakeholders.</p> <p>Ability to work under pressure, and to deadlines.</p> <p>Prioritise large workloads, project manage delivery plans.</p> <p>Ability to interpret requirements from non-technical users for successful delivery outcomes.</p> <p>Excellent attention to detail.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>



	Excellent written and verbal communication skills.	Interview
--	--	-----------

**Grade review request form - for newly created posts**

**1) Basic details**

**Job title of new post to be evaluated:**

Support Officer People Services / Support Officer Finance and Procurement -  
Workday

**Head of Department/relevant manager submitting the request:**

Lucie Williams, on behalf of Workday Project Team and Rob Tomlinson

**Proposed job level of post:**

E

**Proposed line manager of post (role and grade):**

Workday Product Owner – currently vacant

**An accurate and up to date job description is attached with the request form:**

Yes

**Has a copy of the draft job description been provided to the Trade Unions:**

No

**Statement from the Head of Department/relevant manager submitting the grade review request form for the newly created post**

**The background to the post and reason why an evaluation is being requested:**

Workday is a new ERP system that is being implemented in April 2023. It will be the main system for Finance, Procurement, HR, Recruitment, OD&C and Payroll transactions. It will be the self-service system for all employees for absence requests, claiming expenses, performance reviews, payslips etc and people manager tool for managing employee lifecycle requirements.

The system requires a support team to tackle issues raised by the teams, continuous development and for the twice yearly Workday release cycles as well as the strategic development of Workday use across the ICO.

The role of Support Officer is a brand new role to the ICO. Workday is not purely a technology solution, it impacts on people experience both internally and externally and is the main tool for corporate support functions.

**Details of the proposed structure, reporting line, line management responsibilities and explanation of how the role fits into the job family for the department:**

The support team will sit in the Digital and Architecture team, the two support officers will report to a Product Owner who reports to the Head of Digital and Architecture. The support officers are Workday specialists and specialists in their respective fields of HR or Finance.



**Details of the job content:**

You should ensure your submission includes:

- Details of the qualifications and experience needed for the role.
- The level of autonomy and decision making required for the role
- The nature of internal and external interfaces expected of the role.
- The extent of the strategic input the role is expected to make for the department.
- The level and nature of resource management required of the role, including people, budgets and physical assets.

You may continue on a separate sheet(s) if necessary.

**Details of the qualifications and experience needed for the role**

Ideally Workday experience from using the system and/or HR / Finance processes if not Workday accredited.

Qualifications maybe degree level or equivalent and an advantage would be if the candidate had obtained Workday accredited training.

Advantage is subject matter qualification in specialist field (HR/Finance). This is desirable but not essential. Experience within functional area (HR/Finance) more important than professional qualification.

**The level of autonomy and decision making required for the role / The nature of internal and external interfaces expected of the role**

The role to have specialist Workday process and configuration knowledge in areas they support along with knowledge of the processing approach, outputs, terminology and methods that the corporate functions perform. They will be working with stakeholders at all levels in the organisation and with external suppliers.

The role will problem solve which could be complex issues, offer solutions and configure Workday based on customer requirements from the corporate functions and from the delivery plan as determined by the product owner. Data analytical skills required. More complex issues would be referred to the third party external company for advice or progression. The support officer would work with the third party and be the link between them and corporate function to ensure testing and closure of the issue.

They will coordinate testing cycles with the team in the area they support, maintain and deliver security of the system, change management support, and ensure change governance is recorded. They will prioritise their workloads and requests, meeting SLA's as set in conjunction with the corporate business areas.

They will interpret requests in to a suitable solution and influence requests as required.

They will ensure that the product remains accessible for all users and will champion this with the inclusion and wellbeing team.



The role has significant freedom to act within their specialism and, in conjunction with the Product Owner, to manage all operational matters within their specialism.

They will have the capacity to deal with complex issues, advanced problem solving skills and a tolerance of ambiguity.

They will cover for the product owner as required.

**The extent of the strategic input the role is expected to make for the department.**

Using their subject and Workday expertise they will look at future solutions and configuration as well as being curious of Workday future release and development items and how these will benefit the corporate function they support. They will consider and advise teams on how we utilise Workday to continually automate more processes, development of the product through Workday config.

**The level and nature of resource management required of the role, including people, budgets and physical assets.**

No line management responsibility. They will be managing their workload that are obtained through the IT help desk ticket process along with a delivery plan of identified items from the implementation stage which the Product Owner would schedule.

They will not manage a budget but will consider spend with third parties.

In conjunction with the Product Owner, they will recommend budget for area of responsibility and be accountable for budget spend within specialist area.

Please forward this form and job description(s) to the Human Resources team.

## ICO Workday Support Officer – HCM People Services

### Comparison to generic job level descriptors – Level E

#### Qualifications and experience

Level E	Closest Match
<p data-bbox="150 477 834 544">Degree or equivalent and possibly qualified or part-qualified professional qualification</p> <p data-bbox="245 551 440 582"><b>Commentary</b></p> <p data-bbox="150 584 895 719"><b>Match –</b> Qualifications maybe degree level or equivalent and an advantage would be if the candidate had obtained Workday accredited training.</p> <p data-bbox="150 752 715 784">CIPD Professional qualification (desirable)</p> <p data-bbox="150 817 871 882">Workday user based training in Business process and Security Admin.</p>	<p data-bbox="1166 663 1187 692">E</p>
<p data-bbox="150 889 876 920">Likely to have up to 5 years’ relevant experience</p> <p data-bbox="245 965 440 996"><b>Commentary</b></p> <p data-bbox="150 999 900 1099"><b>Match –</b> Five years not explicitly mentioned, but to gain the required level of experience it is likely that the candidate would have been working for five years.</p> <p data-bbox="150 1133 850 1234">Experience of working in HR role with experience of business process reviews, redesign and implementation.</p> <p data-bbox="150 1267 882 1413">Experience of working within a HR Team delivering transactional employee lifecycle processes for internal stakeholders and External Audit, ensuring accurate payroll processing.</p> <p data-bbox="150 1447 911 1512">Experience of supporting HR and Payroll teams with HR and Payroll systems.</p> <p data-bbox="150 1545 895 1610">Experience and knowledge of payroll process input and support.</p> <p data-bbox="150 1644 868 1709">Experience of training colleagues in the use of a core back office systems.</p> <p data-bbox="150 1742 850 1807">Experience of Business Partnering and collaborative working with various stakeholders.</p> <p data-bbox="150 1841 643 1872">Experience of implementing change.</p> <p data-bbox="150 1906 794 1971">Experience in handling and managing sensitive, confidential data.</p>	<p data-bbox="1166 1417 1187 1447">E</p>



<p>Broad operational knowledge within the wider function or a commanding operational knowledge in their specialist area of service delivery or practice</p>	<p style="text-align: center;">E</p>
<p><b>Commentary</b>  <b>Match</b> – Ideally Workday experience from using the system and/or HR / Finance processes if not Workday accredited.</p>	
<p>Experience within functional area may be more important than professional qualification</p>	<p style="text-align: center;">E</p>
<p><b>Match</b> – Advantage is subject matter qualification in specialist field (HR/Finance). This is desirable but not essential. Experience within functional area (HR/Finance) more important than professional qualification.</p>	

## Autonomy and decision making

Level E	Closest match
<p data-bbox="150 315 887 416">Freedom to act within specialism (e.g. service delivery or practice area), usually within a clearly defined framework</p> <p data-bbox="245 427 440 454"><b>Commentary</b></p> <p data-bbox="150 461 887 618"><b>Match</b> – The role will problem solve which could be complex issues, offer solutions and configure Workday based on customer requirements from the corporate functions and from the delivery plan as determined by the product owner. Data analytical skills required.</p> <p data-bbox="150 651 927 869">They will coordinate testing cycles with the team in the area they support, maintain and deliver security of the system, change management support, and ensure change governance is recorded. They will prioritise their workloads and requests, meeting SLA's as set in conjunction with the corporate business areas.</p> <p data-bbox="150 902 895 1028">The role has significant freedom to act within their specialism and, in conjunction with the Product Owner, to manage all operational matters within their specialism.</p>	<p data-bbox="1182 656 1203 683">E</p>
<p data-bbox="150 1039 831 1106">Makes operational decisions based on broadly defined policies and procedures</p> <p data-bbox="245 1133 440 1160"><b>Commentary</b></p> <p data-bbox="150 1167 919 1339"><b>Match</b> – role will problem solve which could be complex issues, offer solutions and configure Workday based on customer requirements from the corporate functions and from the delivery plan as determined by the product owner</p> <p data-bbox="150 1373 906 1440">They will interpret requests in to a suitable solution and influence requests as required</p> <p data-bbox="150 1473 911 1621">You will maintain security roles in Workday for the relevant team members and conduct audits as required. You will follow a change management governance framework to ensure all changes are documented.</p>	<p data-bbox="1182 1328 1203 1355">E</p>
<p data-bbox="150 1659 887 1727">A capacity to deal with complex issues and good problem solving and analytical skills are essential</p> <p data-bbox="245 1753 440 1780"><b>Commentary</b></p> <p data-bbox="150 1787 895 1935"><b>Match</b> – Specialist Workday process and configuration knowledge in areas they support along with knowledge of the processing approach, outputs, terminology and methods that the corporate functions perform.</p>	<p data-bbox="1182 1798 1203 1825">E</p>

<p>They will have the capacity to deal with complex issues, advanced problem solving skills and a tolerance of ambiguity.</p> <p>Ability to interpret requirements from non-technical users for successful delivery outcomes.</p>	
<p><b>Some novel or complex issues would be referred to other specialist areas for advice or decision</b></p> <p><b>Commentary</b>  <b>Match</b> – More complex issues would be referred to the third party external company for advice or progression. The support officer would work with the third party and be the link between them and corporate function to ensure testing and closure of the issue.</p> <p>As directed by the Workday Product Owner from the delivery plan, design, test and implement further functionality.</p>	<p style="text-align: center;">E</p>



## Interfaces and liaison

Level E	Closest match
<p data-bbox="148 282 906 383">Internal interfaces with operational line managers and senior managers both within and outside their function</p> <p data-bbox="245 389 440 418"><b>Commentary</b></p> <p data-bbox="148 421 874 488"><b>Match</b> – They will be working with stakeholders at all levels in the organisation and with external suppliers.</p> <p data-bbox="148 521 855 622">Strong interpersonal skills, including the ability to negotiate and maintain good relationships with both internal and external stakeholders.</p> <p data-bbox="148 656 868 801">Maintain relationships, conducting high standards of customer service with internal stakeholders and third parties to ensure system integrity, compliance and auditability.</p>	<p data-bbox="1187 555 1206 584">E</p>
<p data-bbox="148 842 893 943">External contact is generally routine e.g. with suppliers, contractors, and key stakeholders, with some high profile or at senior levels</p> <p data-bbox="245 949 440 978"><b>Commentary</b></p> <p data-bbox="148 981 880 1126"><b>Match</b> – Maintain relationships with the external third party Workday Partner, ensuring seamless support provision to functional areas within the business including business as usual support and change.</p> <p data-bbox="148 1160 855 1261">Act as a Workday System Administrator (Named Support Contact) for escalation of items to Workday and system updates from Workday.</p> <p data-bbox="148 1294 900 1440">You will be required to work with a third party Workday Partner, as necessary, on the development and testing of new configuration as detailed on the delivery plan or from Workday releases.</p>	<p data-bbox="1187 1137 1206 1167">E</p>
<p data-bbox="148 1480 850 1547">Participates in ICO-wide projects, taking a lead role for their area of expertise</p> <p data-bbox="245 1554 440 1583"><b>Commentary</b></p> <p data-bbox="148 1585 893 1709"><b>Match</b> – Support People Services in evaluating changes and enhancements, perform appropriate regression/UAT testing, ensuring integrity and controls are fully maintained following upgrade/changes.</p> <p data-bbox="148 1742 903 1843">Delivering appropriate training to People Services team on new configuration delivered in Workday, leading and supporting with testing requirements.</p>	<p data-bbox="1187 1641 1206 1671">E</p>

## Strategic input

Level E	Closest match
<p data-bbox="148 322 911 389">Uses specialist knowledge to inform and contribute to functional strategy</p> <p data-bbox="244 405 440 434"><b>Commentary</b></p> <p data-bbox="148 439 871 600"><b>Match</b> – Using their subject and Workday expertise they will look at future solutions and configuration as well as being curious of Workday future release and development items and how these will benefit the corporate function they support.</p> <p data-bbox="148 629 911 696">Assist in identifying and mitigating against any potential business change impacts across the organisation.</p> <p data-bbox="148 725 911 920">Involved in driving continued improvements in the day to day use of Workday through process review and design, as well as testing and implementing enhancements and new functionality either for the twice yearly Workday release or through continuous improvements to the system from the delivery plan.</p>	<p data-bbox="1193 607 1214 636" style="text-align: center;">E</p>
<p data-bbox="148 927 866 994">Applies policy and develops processes to deliver strategic goals</p> <p data-bbox="244 1010 440 1039"><b>Commentary</b></p> <p data-bbox="148 1043 871 1189"><b>Match</b> – They will consider and advise teams on how we utilise Workday to continually automate more processes, development of the product through Workday configuration</p> <p data-bbox="148 1218 871 1397">Through close working relationships with the relevant teams identify opportunities for business process improvements, accessibility, changes and enhancements, data management and retention, utilising HR knowledge.</p>	<p data-bbox="1193 1167 1214 1196" style="text-align: center;">E</p>



## Resource management

Level E	Closest match
<p>Typical roles will have management responsibility for a small team or will co-ordinate activities of external contractors</p>	<p style="text-align: center;">D</p>
<p><b>Commentary – No Match</b> No line management responsibility.</p>	
<p>May manage a large operational team through team leaders, requiring effective leadership and management skills</p>	<p style="text-align: center;">D</p>
<p><b>Commentary Match – No Match</b> No line management responsibility.</p>	
<p>May be accountable for budget spend on specific projects or for the budget of a small service/support function</p>	<p style="text-align: center;">D / E</p>
<p><b>Commentary Partial Match –</b> They will not manage a budget but will consider spend with third parties.</p> <p>In conjunction with the Product Owner, they will recommend budget for area of responsibility and be accountable for budget spend within specialist area.</p>	
<p>The job holder may be the recognised number 2 in a specialism and/or cover for their boss during periods of absence</p>	<p style="text-align: center;">E</p>
<p><b>Commentary Match –</b> They will cover for the product owner as required.</p>	



## Summary of Grade Matches

	Grade matches
Qualifications and Experience	E
	<u>E</u>
	E
	E
Autonomy & Decisions	E
	E
	E
	E
Interfaces and Liaison	E
	E
	E
	E
Strategic Input	E
	E
	E
Resource Management	D
	D
	D
	E

## **JOB DESCRIPTION & PERSON SPECIFICATON**

**JOB TITLE:** Workday Support Officer (People Services)

**DEPARTMENT:** Digital and IT Services

**REPORTS TO:** Product Owner - Workday

**SALARY:** LEVEL E

**HOURS:** 37 per week

### **PURPOSE OF THE POST:**

This role will form part of the Workday Support team and will require full end to end HR process, controls and systems knowledge. The role will support colleagues in the day to day use of Workday ensuring it is utilised fully and remains fit for purpose.

The role will predominantly support the People Services team (HR, Recruitment, Learning, Payroll) in trouble shooting or developing Workday business processes, you will also support other business users from the Finance and Procurement team as required. Through having HR and possibly Payroll knowledge you will be able to interpret process improvement requirements requested by colleagues and deliver a solution within Workday.

You will be involved in driving continued improvements in the day to day use of Workday through process review and design, as well as testing and implementing enhancements and new functionality either for the twice yearly Workday release or through continuous improvements to the system from the delivery plan.

The Workday Support Team will support People Services and Finance/Procurement Directorate employees in relation to Workday. You will use your HR systems, process and controls expertise to maintain the core Workday configuration and security administration. You will be required to work with a third party Workday Partner, as necessary, on the development and testing of new configuration as detailed on the delivery plan or from Workday releases.

You will maintain security roles in Workday for the relevant team members and conduct audits as required. You will follow a change management governance framework to ensure all changes are documented.

You will be provided with Workday systems training as necessary, along with the user based support roles of Business Process Administrator, Security Administrator and other roles defined by the Product Owner.

## **KEY RESPONSIBILITIES**

- Supporting predominantly People Services (HR, Recruitment, Learning, Payroll) with the Workday System.
- Delivering appropriate training to People Services team on new configuration delivered in Workday, leading and supporting with testing requirements.
- As directed by the Workday Product Owner from the delivery plan, design, test and implement further functionality.
- Maintain relationships, conducting high standards of customer service with internal stakeholders and third parties to ensure system integrity, compliance and auditability.
- Maintain relationships with the external third party Workday Partner, ensuring seamless support provision to functional areas within the business including business as usual support and change.
- Through close working relationships with the relevant teams identify opportunities for business process improvements, accessibility, changes and enhancements, data management and retention, utilising HR knowledge.
- Assist in identifying and mitigating against any potential business change impacts across the organisation.
- Support People Services in evaluating changes and enhancements, perform appropriate regression/UAT testing, ensuring integrity and controls are fully maintained following upgrade/changes.
- Act as a Workday System Administrator (Named Support Contact) for escalation of items to Workday and system updates from Workday.





	Experience in handling and managing sensitive, confidential data.	Application / interview
<b>Knowledge, skills and ability</b>	Strong interpersonal skills, including the ability to negotiate and maintain good relationships with both internal and external stakeholders.	Interview
	Ability to work under pressure, and to deadlines.	Interview
	Ability to prioritise large workloads.	Interview
	Ability to interpret requirements from non-technical users for successful delivery outcomes.	Interview
	Excellent attention to detail.	Interview
	Excellent written and verbal communication skills.	Interview

## Workday support Officer (Finance and Procurement)

### Comparison to generic job level descriptors – Level E

#### Qualifications and experience

Level E	Closest Match
<p>Degree or equivalent and possibly qualified or part-qualified professional qualification</p> <p><b>Commentary</b>  <b>Match -</b></p> <p>CCAB Professional qualification (desirable).</p> <p>Qualifications maybe degree level or equivalent and an advantage would be if the candidate had obtained Workday accredited training.</p> <p>Advantage is subject matter qualification in specialist field (HR/Finance). This is desirable but not essential. Experience within functional area (HR/Finance) more important than professional qualification.</p>	E
<p>Likely to have up to 5 years' relevant experience</p> <p><b>Commentary</b>  <b>Match -</b></p> <p>No specific timeline on the job description requested for experience but there are seven listed experience areas, couple this with the qualification and level of post I would recommend this is a match</p>	E
<p>Broad operational knowledge within the wider function or a commanding operational knowledge in their specialist area of service delivery or practice</p> <p><b>Commentary</b>  <b>Match -</b> Broad experience and knowledge of the full end to end Finance processes, including Management Accounting, Financial Accounting, Banking and Reconciliations, and Cashflow monitoring.</p> <p>The role to have specialist Workday process and configuration knowledge in areas they support along with knowledge of the processing approach, outputs, terminology and methods that the corporate functions perform.</p>	E
<p>Experience within functional area may be more important than professional qualification</p>	E



**Match**

Experience of Finance controls and segregation of duty requirements to satisfy audit.

Experience of supporting Finance teams with Finance systems

Experience and knowledge of payroll process input and support.

Experience and knowledge of procurement processes.

Experience training colleagues in the use of a core back office systems.

Experience of implementing change.

Ability to interpret requirements from non-technical users for successful delivery outcomes.

## Autonomy and decision making

Level E	Closest match
<p data-bbox="108 315 927 416">Freedom to act within specialism (e.g. service delivery or practice area), usually within a clearly defined framework</p> <p data-bbox="204 427 400 456"><b>Commentary</b></p> <p data-bbox="108 461 919 674"><b>Match</b> – You will be involved in driving continued improvements in the day to day use of Workday through process review and design, as well as testing and implementing enhancements and new functionality either for the twice yearly Workday release or through continuous improvements to the system from the delivery plan.</p> <p data-bbox="108 707 911 898">You will use your Financial systems, process and controls expertise to maintain the core Workday configuration and security administration. You will be required to work with a third party Workday Partner, as necessary, on the development and testing of new configuration as detailed on the delivery plan or from Workday releases</p> <p data-bbox="108 965 871 1032">Assist in identifying and mitigating against any potential business change impacts across the organisation.</p> <p data-bbox="108 1066 823 1167">As directed by the Workday Product Owner from the delivery plan, design, test and implement further functionality.</p>	<p data-bbox="1182 741 1206 770">E</p>
<p data-bbox="108 1211 911 1279">Makes operational decisions based on broadly defined policies and procedures</p> <p data-bbox="204 1301 400 1330"><b>Commentary</b></p> <p data-bbox="108 1335 919 1480"><b>Match</b> – You will maintain security roles in Workday for the relevant team members and conduct audits as required. You will follow a change management governance framework to ensure all changes are documented.</p> <p data-bbox="108 1514 831 1659">Maintain relationships, conducting high standards of customer service with internal stakeholders and third parties to ensure system integrity, compliance and auditability.</p>	<p data-bbox="1182 1435 1206 1464">E</p>
<p data-bbox="108 1693 847 1760">A capacity to deal with complex issues and good problem solving and analytical skills are essential</p> <p data-bbox="204 1783 400 1812"><b>Commentary</b></p> <p data-bbox="108 1816 903 1995"><b>Match</b> – The role will problem solve which could be complex issues, offer solutions and configure Workday based on customer requirements from the corporate functions and from the delivery plan as determined by the product owner. Data analytical skills required. More</p>	<p data-bbox="1182 1827 1206 1856">E</p>

<p>complex issues would be referred to the third party external company for advice or progression</p> <p>Through close working relationships with the relevant teams identify opportunities for business process improvements, accessibility, changes and enhancements, data management and retention, utilising finance knowledge.</p> <p>Support Finance and Procurement in evaluating changes and enhancements, performing appropriate regression/UAT testing, ensuring process integrity and controls are fully maintained following upgrade/changes.</p> <p>They will have the capacity to deal with complex issues, advanced problem solving skills and a tolerance of ambiguity.</p>	
<p>Some novel or complex issues would be referred to other specialist areas for advice or decision</p>	
<p><b>Commentary</b></p> <p><b>Match</b> – More complex issues would be referred to the third party external company for advice or progression. The support officer would work with the third party and be the link between them and corporate function to ensure testing and closure of the issue.</p> <p>They will coordinate testing cycles with the team in the area they support, maintain and deliver security of the system, change management support, and ensure change governance is recorded. They will prioritise their workloads and requests, meeting SLA's as set in conjunction with the corporate business areas</p>	<p>E</p>



## Interfaces and liaison

Level E	Closest match
<p data-bbox="108 277 868 383">Internal interfaces with operational line managers and senior managers both within and outside their function</p> <p data-bbox="108 383 906 678"><b>Match</b> – The role will predominantly support the Finance Directorate team in trouble shooting or developing Workday business processes, you will also support other business users from the People Services team as required. Through having finance and procurement knowledge you will be able to interpret process improvement requirements requested by colleagues and deliver a solution within Workday.</p> <p data-bbox="108 707 879 813">The Workday Support Team will support People Services and Finance/Procurement Directorate employees in relation to Workday.</p> <p data-bbox="108 846 850 992">Delivering appropriate training to Finance and Procurement teams on new configurations delivered in Workday, leading and supporting with testing requirements.</p> <p data-bbox="108 1021 895 1126">The role has significant freedom to act within their specialism and, in conjunction with the Product Owner, to manage all operational matters within their specialism</p>	<p data-bbox="1187 707 1206 734">E</p>
<p data-bbox="108 1167 855 1272">External contact is generally routine e.g. with suppliers, contractors, and key stakeholders, with some high profile or at senior levels</p> <p data-bbox="204 1279 403 1312"><b>Commentary</b></p> <p data-bbox="108 1312 762 1379"><b>Match</b> – Experience of Business Partnering and collaborative working with various stakeholders.</p> <p data-bbox="108 1413 890 1559">Maintain relationships with the external third party Workday Partner, ensuring seamless support provision to functional areas within the business including business as usual support and change.</p> <p data-bbox="108 1592 887 1659">They will be working with stakeholders at all levels in the organisation and with external suppliers.</p>	<p data-bbox="1187 1447 1206 1473">E</p>
<p data-bbox="108 1760 879 1827">Participates in ICO-wide projects, taking a lead role for their area of expertise</p> <p data-bbox="204 1834 403 1868"><b>Commentary</b></p> <p data-bbox="108 1868 911 2020"><b>Match</b> Using their subject and Workday expertise they will look at future solutions and configuration as well as being curious of Workday future release and development items and how these will benefit the corporate function they support.</p>	<p data-bbox="1187 1879 1206 1906">E</p>

They will consider and advise teams on how we utilise Workday to continually automate more processes, development of the product through Workday configuration.	
---	--

**Strategic input**

Level E	Closest match
<p data-bbox="108 241 919 315">Uses specialist knowledge to inform and contribute to functional strategy</p> <p data-bbox="108 327 405 360"><b>Commentary</b></p> <p data-bbox="108 360 209 394"><b>Match</b></p> <p data-bbox="108 423 895 607">This role will form part of the Workday Support team and will require full end to end Finance and Procurement process, controls and systems knowledge. The role will support colleagues in the use of Workday ensuring it is utilised fully and remains fit for purpose.</p> <p data-bbox="108 636 879 710">Experience of working in Finance role with experience of business process reviews, redesign and implementation.</p>	<p data-bbox="1193 490 1219 524" style="text-align: center;">E</p>
<p data-bbox="108 777 831 851">Applies policy and develops processes to deliver strategic goals</p> <p data-bbox="108 862 405 896"><b>Commentary</b></p> <p data-bbox="108 925 900 1144"><b>Match</b> – Through close working relationships with the relevant teams identify opportunities for business process improvements, accessibility, changes and enhancements, data management and retention, utilising finance knowledge. (already used, no policy or new process mentioned other than this).</p> <p data-bbox="108 1173 919 1431">Using their subject and Workday expertise they will look at future solutions and configuration as well as being curious of Workday future release and development items and how these will benefit the corporate function they support. They will consider and advise teams on how we utilise Workday to continually automate more processes, development of the product through Workday config.</p>	<p data-bbox="1193 1104 1219 1137" style="text-align: center;">E</p>



## Resource management

Level E	Closest match
<p>Typical roles will have management responsibility for a small team or will co-ordinate activities of external contractors</p> <p><b>Commentary</b> <b>No Match</b> – No line management responsibility however they will work with a third party external company for advice or progression.</p>	D
<p>May manage a large operational team through team leaders, requiring effective leadership and management skills</p> <p><b>Commentary</b> <b>No Match</b> – Like other Level E roles such as Facilities Manager and L&amp;D manager, the role holder is not required to manage a large team through others.</p>	D
<p>May be accountable for budget spend on specific projects or for the budget of a small service/support function</p> <p><b>Commentary</b> <b>Match</b> – They will not manage a budget but will consider spend with third parties. In conjunction with the Product Owner, they will recommend budget for area of responsibility and be accountable for budget spend within specialist area.</p>	D/E
<p>The job holder may be the recognised number 2 in a specialism and/or cover for their boss during periods of absence</p> <p><b>Commentary</b> <b>Match</b> – They will cover for the product owner as required.</p>	E

## Summary of Grade Matches

	Grade matches
Qualifications and experience	E
	E
	E
	E
Autonomy & decisions	E
	E
	E
	E
Interfaces and Liaison	E
	E
	E
	E
Strategic Input	E
	E
	E
Resource Management	D
	D
	D/E
	E

## **JOB DESCRIPTION & PERSON SPECIFICATON**

**JOB TITLE:** Workday Support Officer (Finance and Procurement)

**DEPARTMENT:** Digital and IT Services

**REPORTS TO:** Product Owner – Workday

**SALARY:** LEVEL TBC

**HOURS:** 37 per week

### **PURPOSE OF THE POST:**

This role will form part of the Workday Support team and will require full end to end Finance and Procurement process, controls and systems knowledge. The role will support colleagues in the use of Workday ensuring it is utilised fully and remains fit for purpose.

The role will predominantly support the Finance Directorate team in trouble shooting or developing Workday business processes, you will also support other business users from the People Services team as required. Through having finance and procurement knowledge you will be able to interpret process improvement requirements requested by colleagues and deliver a solution within Workday.

You will be involved in driving continued improvements in the day to day use of Workday through process review and design, as well as testing and implementing enhancements and new functionality either for the twice yearly Workday release or through continuous improvements to the system from the delivery plan.

The Workday Support Team will support People Services and Finance/Procurement Directorate employees in relation to Workday. You will use your Financial systems, process and controls expertise to maintain the core Workday configuration and security administration. You will be required to work with a third party Workday Partner, as necessary, on the development and testing of new configuration as detailed on the delivery plan or from Workday releases.

You will maintain security roles in Workday for the relevant team members and conduct audits as required. You will follow a change management governance framework to ensure all changes are documented.



You will be provided with Workday systems training as necessary, along with the user based support roles of Business Process Administrator, Security Administrator and other roles defined by the Product Owner.

## **KEY RESPONSIBILITIES**

- Supporting predominantly Finance and Procurement teams with the Workday system.
- Delivering appropriate training to Finance and Procurement teams on new configurations delivered in Workday, leading and supporting with testing requirements.
- As directed by the Workday Product Owner from the delivery plan, design, test and implement further functionality.
- Maintain relationships, conducting high standards of customer service with internal stakeholders and third parties to ensure system integrity, compliance and auditability.
- Maintain relationships with the external third party Workday Partner, ensuring seamless support provision to functional areas within the business including business as usual support and change.
- Through close working relationships with the relevant teams identify opportunities for business process improvements, accessibility, changes and enhancements, data management and retention, utilising finance knowledge.
- Assist in identifying and mitigating against any potential business change impacts across the organisation.
- Support Finance and Procurement in evaluating changes and enhancements, performing appropriate regression/UAT testing, ensuring process integrity and controls are fully maintained following upgrade/changes.
- Act as a Workday System Administrator (Named Support Contact) for escalation of items to Workday and system updates from Workday.



	<p>Experience of Business Partnering and collaborative working with various stakeholders.</p> <p>Experience of implementing change.</p> <p>Experience in handling and managing sensitive, confidential data.</p>	<p>Application / interview</p> <p>Application / interview</p> <p>Application / interview</p>
<b>Knowledge, skills and ability</b>	<p>Strong interpersonal skills, including the ability to negotiate and maintain good relationships with both internal and external stakeholders.</p> <p>Ability to work under pressure, and to deadlines.</p> <p>Ability to prioritise large workloads.</p> <p>Ability to interpret requirements from non-technical users for successful delivery outcomes.</p> <p>Excellent attention to detail.</p> <p>Excellent written and verbal communication skills.</p>	<p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p> <p>Interview</p>