**Manchester City Council   
Role Profile**

**Delivery Analyst, Grade 7 ICT (Service Operations),   
Corporate Core Directorate Reports to: Team Lead   
(Web and CRM)**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The role holder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council’s corporate aims and objectives.

The roleholder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

**Key Role Accountabilities:**

Provide an effective technical consultancy function for the assigned service area, ensuring that high quality technical solutions are delivered in line with customer or legislative requirements. Depending on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers. The role holder will be expected to effectively coordinate resources to support the principles of ‘joined up’ communication and to ensure efficiencies are achieved.

Depending on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**ICT (Service Operations)**

We manage the network, computers and systems that support internal and external Council services. We also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs and laptops across Manchester City Council network and remotely.

**Service Operations / Service Management (ICT)** The Service Management Team

ensures that ICT and the Business adhere to and are supported by the standard and key ITIL functions that comprise of

* Change Management
* Incident Management (Including MIM)
* Problem Management
* Release Management
* Configuration and Asset Management
* Service Desk
* Desktop Support
* Applications Support (e.g. SAP plus 300 other applications)

Furthermore the team provides and supports the Service Desk and the transition and readiness of project / ITT delivered services into production via the lifecycle and the early support process of these services.

**Key Behaviours, Skills and Technical Requirements   
Generic Behaviours: General**

* We are proud and passionate about Manchester
* We take time to listen and understand
* We ‘own it’ and we’re not afraid to try new things
* We work together and trust each other
* We show that we value our differences and treat people fairly

**Generic Skills**

ICT Skills - Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the

application of formal data structures and protection measures. Skills to use appropriate tools and techniques to provide moderately complex web interfaces to new or existing applications.

Analytical Skills - Ability to absorb, understand and quickly assimilate complex information and concepts and compare information from a number of different sources.

Problem Solving and Decision Making - Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature. Strong decision making skills with the ability to resolve complex issues in a pressurised environment.

Planning and Organising - Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required. Excellent prioritisation skills, evidenced by targets setting for self and others to meet demanding timescales.

Communication skills - Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well-structured and logical way and structures information to meet the needs and understanding of the intended audience.

Project Management - Ability to manage change control procedures and ensure that project deliverables are completed within budget and timescales. A clear understanding of fundamental project management, change management principles, processes and procedures within a project environment of a large complex organisation.

Creative Skills - Ability to find creative solutions where there are no existing parameters or procedural framework.

Research and Intelligence - Ability to research innovative approaches and develop creative responses to system troubleshooting and software development challenges.

**Technical requirements (Role Specific)**

* Qualified to ITIL foundation, or willing to work towards.
* Understanding of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.
* Knowledge of the software lifecycle (including testing, release, installation, configuration, deployment, management, support, documentation and decommission) of applications within a large multifunctional organisation.
* Experience of providing technical support and troubleshooting technical applications.
* Knowledge and experience of using web technologies including HTML, CSS and JavaScript.
* Knowledge and experience of using a CMS.
* To work flexibly on a rota basis and outside of core hours and on public holidays as required to meet customer demand and service requirements.