Job profile

Service and job specific context statement

Directorate:	Technology and Change
Service:	Digital Products and Services
Post title:	Graduate Trainee – Digital products and services
Grade:	E, F and G
Responsible to:	Senior Product manager
Staff managed:	None
Date of issue:	September 2021
Job family:	**P&T - Professional & Technical**

Job context

T&C provide technology and change services across the authority and increasingly to others through partnership or commercial arrangements.

A key strategic aim for the council is the digitisation of council services, ensuring that online services are user-centric in their design and development and that they provide quantifiable benefits to customers and cost savings to the council.

All graduates are expected to participate in the 'corporate graduate development programme' – the content is as follows:-
- Corporate Induction
- Managers Induction
- Aspiring Managers Programme
- Senior Managers Seminars (led by the Chief Executive)
- Middle Managers Programme
- Access to on line material, including Ashridge Management College
- Graduate Network membership, including 'lunchtime learning'
- Mentor support
- Graduates will be offered the appropriate management skills training if they have staff to manage during their programme or to support their permanent placement following the graduate programme.

Job specifics

The post-holder will assist in the development and implementation of digital capabilities that support the Council's strategic aims, collaborating effectively across corporate functions and Directorates/Service Areas to scope and deliver high quality customer experiences and to ensure a coherent and coordinated approach. Adhering to the implementation of appropriate principles and standards relating to the digitisation of council services and ensure that digital services are aligned with, and support, other customer channels including telephone and face to face.

This is an exciting opportunity to be involved in the delivery and ongoing development and support of digital products and applications. This will be working alongside the key teams including product managers, Digital Business analysts, UX lead and of course our technical development team
This is an opportunity to learn about a range of techniques and methodologies applied to the development of digital applications and products including digital process design, User experience design, product and project management, in addition to digital software development techniques like agile, scrum etc

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Graduates who join NYCC are expected to:
- ➢ achieve the objectives set for them;
- ➢ ask for help/clarity where needed;
- ➢ develop their knowledge through self-directed study – further research, reading and questions;
- ➢ fully participate in all training opportunities through on the job experience, mentoring and coaching and formal training and learning;
- ➢ work toward becoming professional member/associate where appropriate;
- ➢ make the most of the opportunities available within NYCC; and
- ➢ demonstrate NYCCs expected behaviours of:
    1. focussing on customers and communities;
    2. taking responsibility;
    3. working together;
    4. acting with integrity
    5. building a culture of continuous improvement and innovation; and
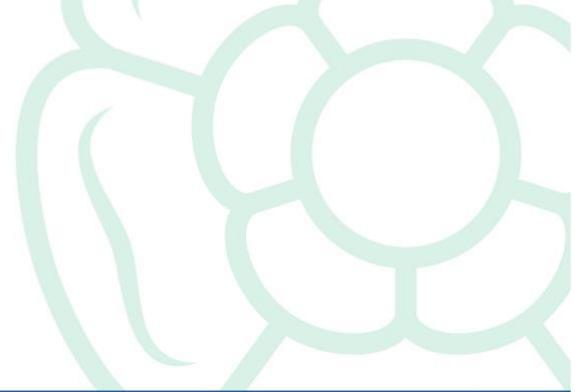   6. leading by example.

Career progression

- The post is a 2 year development post which can be tailored (within reason) to meet the career aspirations of the postholder.
- The first 6 months will focus on learning the business of the team. In the second 6 months the postholder would take on more independent project work, in the second year they will be expected to manage a project independently with oversight rather than close supervision. They will also fully understand the nature of the business and be able to suggest organisational/operational change/developments as part of the leadership team.
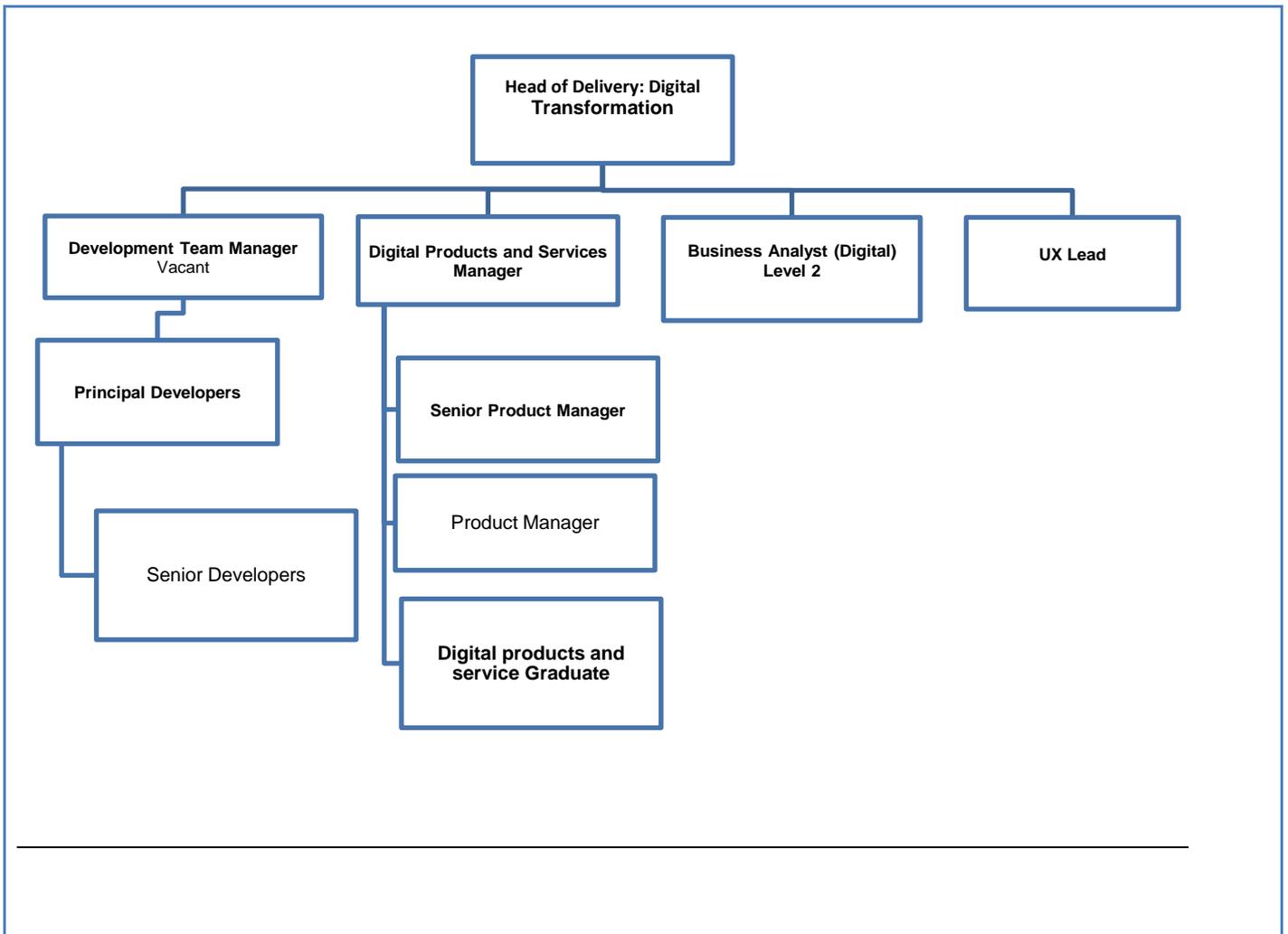
Pay progression will be based on performance review at 6 months and then 12 months as follows:
- ➢ Months 1-6 spinal point 6, Grade E
- ➢ Months 7-12 spinal point 8, Grade F
- ➢ Months 13-24 spinal point 13, Grade G

Structure

Job profile

Head of Delivery: Digital **Transformation**

Development Team Manager
Vacant

Digital Products and Services Manager

Business Analyst (Digital) Level 2

UX Lead

Principal Developers

Senior Developers

Senior Product Manager

Product Manager

Digital products and service Graduate

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Job Description

Job purpose	**Support the implementation and continuous improvement of our digital products** **Support monitoring the performance of our digital products including how well they are meeting the needs of the user** **Communicate and collaborate effectively with relevant teams within T&C and the wider business** **Support progress reporting and development of plans including resources**
Operational management	• Deliver a quality service to internal and/or external customers as required; • Provide a complete 'end to end' service delivery, establishing ownership and closure as needed. • Support on the development, delivery and evaluation of interventions, including training and workshops to managers on the specifics for the project/service area. • Support the corporate lead for a specialist subject area including acquiring and maintaining specialist knowledge, supporting on related policy and processes.
Communications	• Provide advice and guidance on the area of the service delivery the graduate is placed within as part of the project development and implementation. • Clearly communicate the requirements of the project and prepare clear written reports on progress and analysis carried out.
Partnership / corporate working	• Working with staff from across the different services of the County Council and partner organisations in some cases to support the efficient and effective delivery of services and achievement of project objectives. • Ensure links between the project and stakeholders are developed and maintained to provide an efficient service. • Develop an understanding of the wider role of the County Council
Resource management	• Identify and recommend appropriate action to service manager, and develop and implement guidance and action plans to enable and facilitate the delivery of key initiatives.
Systems and information	• Utilise management information to facilitate achievement of objectives. • Use a range of computer systems to manage and progress case work, analyse and report on relevant data and to maintain effective communication. • Adopt new ways of working when new systems are introduced,
Policy and projects	• Contribute to policy development, consultation and implementation process. • Support on Directorate and Corporate projects as appropriate with support from relevant service colleagues.

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Person Specification

Essential upon appointment	Desirable on appointment
Knowledge • Good understanding of how policies/procedures can be applied in practice to result in required outcomes.	• Good knowledge of relevant legislation • Knowledge of change management processes
Experience • Experience of project work • Experience of managing a busy workload within set deadlines	• Experience of working in a corporate and political context
Occupational Skills • IT skills and ability to interpret and analysis data • Communication, presentation and interpersonal skills • Problem solving skills and the ability to find innovative solutions • Influencing and negotiating skills • Commitment to the performance management culture with the ability to set high standards, deliver objectives and challenge managers appropriately • A coaching based approach to support managers and develop • Delivering briefings and training to managers/other staff • Flexibility and ability to work with ambiguity	• Policy formulation skills • Coaching/mentoring • Policy implementation skills
Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role • Education to first degree level • Good standard of literacy and numeracy to level 2 or equivalent	
Other Requirements • Team worker/collaborative working • Self-motivated and commitment to equal opportunities	• Some roles will require the ability to travel across the County.
Behaviours	Link