

Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	GIS / LLPG Support Officer
Service Area / Team	ICT
Reports to	ICT Contracts Officer
Post Number	
Grade & Annual Salary	TBC
Politically Restricted Post	No
DBS Requirement	No

JOB PURPOSE
<ul style="list-style-type: none"> To assist the Geographical Information Systems Officer Developer in the maintenance of the councils Geographical Information Systems (GIS) and ensure procedures are carried out, update and maintain these systems and the systems they link to. To assist with the maintenance of the spatial data layers in the GIS. To assist with and the address and property database Local Land and Property Gazetteer (LLPG), and to liaise with the Council's Business Units and external agencies e.g. the National Land and Property Gazetteer (NLPG), in relation to all aspects of the Gazetteer such as resolution of queries, regular updates etc. Support the development of electronic service delivery through providing access to spatial data.

MAIN DUTIES AND RESPONSIBILITIES	Frequency (daily/weekly/ monthly/annually etc)
<ul style="list-style-type: none"> Support the Geographic Information Systems (GIS) Developer with the maintenance of the council's geospatial data infrastructure and the delivery of spatial data services. Assist with the production and maintenance of corporate geographic information required throughout the council and for use on the council's web-based platforms. Assist with the supply and integration of Ordnance Survey products ensuring data is up to date and available in compliant systems. Liaise with partner organisations for the supply of Ordnance Survey data in line with the Public Sector Mapping Agreement to support council initiatives. 	<i>Daily</i>

<ul style="list-style-type: none"> • Promote the use of accurate GIS data solutions and perform GIS data analysis tasks to enhance and support the council's electronic service delivery goals. • Produce Land Registry compliant plans and maps containing multi-layered overlays. • Support the Local Land and Property Gazetteer (LLPG) Custodian with the maintenance and delivery of compliant BS7666:2006 LLPG data. • Assist with the daily management and integration of new and updated address data to agreed standards and procedures ensuring compliance with BS7666:2006, the Data Entry Conventions and the Council's Street Naming and Numbering policy. • Ensure address data has been validated for accuracy, currency and coverage by liaising with internal business units and partner agencies for before including in the LLPG. • Liaise with partner organisations including Ordnance Survey and Geoplace to ensure the timely delivery of new and updated LLPG data. • Liaise with the council's Street Naming and Numbering Officer on all new property and address change updates. • Conduct regular data matching exercises in order to maintain LLPG integration with the council's key systems e.g. Council Tax, Business Rates, Electoral Register and as part of the council's commitment to the Public Sector Mapping Agreement. • Provide GIS and LLPG advice, training and technical support in conjunction with the ICT service desk. Create and update documentation to support ICT services. • Assist in developing and maintaining appropriate GIS and LLPG links to all Council systems. • Ensure GIS and LLPG data quality objectives are met in line with business requirements. 	
<p>Other duties</p>	
<ul style="list-style-type: none"> • Actively participate in the preparation, implementation and arrangements made in respect of the Emergency Plan with regards to the use of spatial or address data or production of maps and the like in support of incident resolution. To respond when called upon to undertake such role under the plan as requested in an emergency or related incident at any time, including attendance out of normal working hours at the Civic Centre or as directed. 	<p><i>As required</i></p>
<ul style="list-style-type: none"> • To demonstrate a commitment to personal development including maintaining contacts with relevant bodies such as 	<p><i>Weekly</i></p>

Ordnance Survey and Geoplace through subscribing to relevant email updates and other material.	
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CORPORATE RESPONSIBILITIES	
<ul style="list-style-type: none"> Adhere to the council's safeguarding policies and procedures and undertake relevant training in order to help protect children and vulnerable adults within the district. 	
<ul style="list-style-type: none"> To comply with legislation, council policies and procedures including the Data Protection Act, Freedom of Information Act, Information Security Policy, the Code of Conduct for Officers and to participate in any Emergency Planning activities as required. 	
<ul style="list-style-type: none"> To actively demonstrate the values and behaviours of the council. 	
<ul style="list-style-type: none"> To ensure our customers are valued by taking into account their views and needs in all that we do. 	
<ul style="list-style-type: none"> To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements. 	
<ul style="list-style-type: none"> To communicate openly and honestly with colleagues, members and customers. 	
<ul style="list-style-type: none"> To undergo any training necessary to be able to fulfil the requirements of the job. 	
<ul style="list-style-type: none"> To carry out other duties commensurate with the grade, skills, experience and qualifications of the post holder as directed and as may be required from time to time. 	

ADDITIONAL INFORMATION	
Responsibility for Staff (direct reports)	None
Responsibility for Staff (indirect reports)	None
Financial / Budgetary Accountability <ul style="list-style-type: none"> Overall Accountability/control (£ value) Directly Managed (£ value) Income Generation (£ value) 	None
Responsibility for Physical Resources <ul style="list-style-type: none"> Vehicles / Equipment / Tools 	

<ul style="list-style-type: none"> • Information Systems • Buildings / External Locations • Maintenance • Stocks / Supplies / Procurement 	handling and processing of considerable amounts of computerised information, where care, accuracy, confidentiality and security are important
Responsibility for Service Contracts	None
NATURE OF CONTACTS	
Internal	<ul style="list-style-type: none"> • Internal council customers • ICT / system support
External	<ul style="list-style-type: none"> • Hubs, Geo place, contractors

WORKING ENVIRONMENT
<ul style="list-style-type: none"> • Describe how and by whom the post is managed <p>The role will be line managed by the Interim ICT Manager but technical lead and day to day allocation of work and projects will be provided by the GIS Developer</p>
<ul style="list-style-type: none"> • Describe the level of initiative and/or independence expected <p>On a day to day basis the post holder is expected to use their own initiative to effectively manage their workload and priorities and to make decisions based upon existing policies and procedures standards.</p> <p>The post holder will be required to analyse complex spatial data, where there is need to interpret information and to solve varied problems the short term or to ensure data is presented in the best way depending on need.</p> <p>Complex or unusual technical queries will be referred to the GIS Developer</p> <p>(See “mental demands” for further activities that are expected to be undertaken on the post holders own initiative, e.g. effective organisation of workload, consideration of impact of task on other non-explicit areas etc).</p>
<ul style="list-style-type: none"> • Location – Flexible worker <p>The post is based at the Civic Centre, Folkestone but designated as a flexible worker to enable mobile working as appropriate according to the service area requirements.</p>
<ul style="list-style-type: none"> • Describe the level of IT competence and skill required for the post holder

The post holder will need to be competent at using standard Microsoft Office packages, as well as the ability to learn other IT software such as Arc GIS

Accurately plot data

Analyse error messages and assist ICT colleagues and third party suppliers with the resolution of system errors

Be able to advise and train others

- **Describe the working conditions**

The post is office based

- **Describe any emotional demands on the post holder**

None

- **Describe any physical demands placed on the post holder**

None this is a typically office based role

- **Describe any mental demands placed on the post holder**

The post holder would be required to regularly capture and analyse complex spatial data with a high degree of accuracy and present that data in other forms such as in a map or a data layer. This could be for periods of up to most of a morning or afternoon.

The post holder may be working on a number of pieces of work each with its own deadline and would be subjected to interruptions from people asking advice or chasing work.

Progression in Role

- **Starting – the required related knowledge / skills / qualifications and experience required at selection**

Understand the importance of address data on the councils operations

The importance of keeping accurate records

Understand the relationship between systems and the importance of spatial data

- **Induction – what initial induction / training is required to become proficient in this role?**

On the job training will be provided

- **Proficient – how would this be displayed in the role?**

The post holder will be able to undertake tasks with a high degree of accuracy and in a timely manner without the need for anything more than minimal supervision and with the ability to advise customers on a range of matters related to the GIS / LLPG function

In addition, the post holder will understand the relationships between the systems that use addressing information and the need for accuracy.

The post holder will understand the principles of BS7666

The post holder will act as the first point of contact for the GIS/ LLPG matters in terms of answering initial enquiries while referring more complex and unusual queries to the GIS Developer

- **Advanced – what additional characteristics will be displayed?**

In addition to the activities mentioned above, the post holder should be demonstrating a commitment to undertake further formal training or qualifications, become involved in more complex projects.

Folkestone & Hythe District Council Person Specification

Post Title: GIS / LLPG Support Officer

Important Information for Applicants:				
The criteria listed in this person specification are the requirements for the post. Where the method of assessment is stated to be the application form, your application needs to demonstrate clearly and concisely how you meet each of the criteria, even if other methods of assessment are also shown. If you do not address these criteria fully, you may not be shortlisted. Please give specific examples wherever possible.				
Factors	Criteria	Means of Assessment		
		Application	Interview	Test
Qualifications	Essential <ul style="list-style-type: none"> Good basic education to GCSE A-C standard or equivalent (including Maths & English) 	✓		
	Desirable <ul style="list-style-type: none"> An IT qualification would be an advantage 	✓		
Experience and Knowledge	Essential <ul style="list-style-type: none"> One year's recent and relevant experience working with ICT systems Previous experience of working within a customer focused environment 	✓ ✓		
	Desirable <ul style="list-style-type: none"> Previous experience of working within an ICT or systems support or similar function Experience of using GIS or address and gazetteer function 	✓ ✓	✓ ✓	
Skills and Abilities	Essential <ul style="list-style-type: none"> Ability to work as part of a team Ability to operate on own initiative with minimal supervision Excellent written and oral communication skills High level of attention to detail and accuracy Competent user of IT, particularly Microsoft Office Proactive and committed to continued service and personal development 	✓ ✓ ✓ ✓ ✓ ✓	✓ ✓ ✓ ✓ ✓ ✓	

	<ul style="list-style-type: none"> ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times. ▪ Ability to demonstrate a professional and customer orientated approach ▪ Excellent interpersonal skills with the ability to operate and build excellent working relationships at all levels 	✓	✓	
	Desirable			