Folkestone & Hythe District Council Job Description

JOB DETAILS	
Job Title	Senior GIS & LLPG Development Officer
Service Area / Team	Digital Services
Reports to	Digital & ICT Manager
Grade	G
Politically Restricted Post	No
DBS	Basic

Team Summary
• To deliver continuous improvement across the Council in line with the authorities ambitions, ensuring that the customer experience is at the forefront of new processes. This will be achieved by utilising new and existing technology to improve the customer journey and by streamlining processes to eliminate waste. • Responsible for evaluating new IT requirements and running projects that deliver organisational and corporate objectives and manage demand by engaging proactively with internal customers, suppliers and wider communities utilising the Salesforce platform where ever possible.
Role Purpose
• To support and develop software solutions and provide a technical specialism to the Council to ensure effective, efficient and innovative operation of the Council's geospatial information systems. Performs advanced technical work, providing technical support for project implementation and maintenance. This will involve creating, testing, enhancing and administrating applications, as well as advising departments on datasets and functionality.
Key Tasks and Responsibilities

GIS

- Manage the councils complex ESRI ArcGIS Enterprise server architecture, including:
  - Deploying software updates taking into consideration the effects on other systems,
  - Configure and deploy system tools,
  - Applications,
  - Patches and security updates.

- Manage the council's geospatial databases ensuring system integrity is appropriately maintained, data is accurate, up to date, correctly structured and accessible to all internal and external sources.

- Liaison with other specialists and customers to understand the business requirements and design and deploy GIS solutions using tools and scripting that meet expectations.

- Discuss detailed technical solutions with the 3rd party software suppliers where solutions are not immediately apparent.

of spatial data. Act as the Ordnance Surveys nominated point of contact within the council.

- Advise the council's business users and 3rd party contractors on copyright matters arising from the correct use and supply of licenced Ordnance Survey data.

- Analyse spatial data for the production of reports for senior managers using geographic information held within the systems to inform decision making and strategic planning across the authority.

- Maintain documentation in relation to system configurations, processes, controls and security permissions.

- Formulate a GIS Strategy across the authority to ensure the council achieves best value from the investment made in its spatial/ digital systems.

Local Land and Property Gazetteer (LLPG)

- Manage and maintain the corporate address gazetteer for 65,000+ properties in line with national standards for addressing (BS766:2006), the Data Transfer Format (DTF7.3) and follow the principles for address creation as directed by the Data Entry Conventions standard.

- Promote the use of the corporate address gazetteer (LLPG) as the core address database to ensure data is utilised consistently across all business units in the council.

- Ensure the transfer of address data is synchronised at all times between all of the council's major line of business ICT systems. Carry out remedial action when issues arise.

- Conduct data integrity checks monthly and undertake data matching projects using scripting and server tools with a very high degree of accuracy.

- Manage the council's obligation detailed in the GeoPlace Data Co-operation Agreement for the management and supply of accurate address and location data. Ensure cleansed data is feed into the NLPG to meet the required standards for:
  - Emergency services
  - Valuations office
  - Post Office Address Finder
  - Other central government departments

Street Naming and Numbering

- Understand the statutory requirements of the acts of Parliament in relation to Street Naming and Numbering and advise senior managers and councillors on the council's obligation for the naming and numbering of new streets and residential and commercial properties.

- Write, and review as required, the council policy in relation to Street Naming and Numbering to ensure the council remains compliant with current legislation at all times.

- Liaise with developers for the creation and allocation of new street names producing detailed plans showing street layouts for large scale developments.

- Provide technical guidance to officers (e.g. Case Management) so that they can respond to routine customer enquiries.

- Provide detailed information in response to complaints from the public about the application of the councils Street Naming and Numbering policy.

- Creation of street data in accordance with the legal requirements of Data Entry Conventions and Best Practice for Streets and the FHDC Street Naming & Numbering policy.

Other responsibilities

- Provide support and training for users at all levels within the council and adapting the training dependant on the audience including the preparation of training plans and materials and online help files. This is both proactive following system enhancements and reactive where users need coaching to better utilise the systems.

- Responds to all queries from both internal and external customers in a timely fashion. Keep customers informed of progress of requests and expected resolution times.

- Prioritise and plan own workload over a period of weeks in order to meet tight deadlines and desired outcomes. Generally has access to a manager for non-technical issues.

- Effectively manage a number of projects, and other works, simultaneously which singly or in combination may be extremely complex and with competing priorities. Factor in new works often at short notice that have high political impact. Ensure full testing and sign off is undertaken before deploying to live environments.

- Manage the Systems Support Specialist (GIS) including the allocation of tasks and ongoing development in to provide resilience for the role

- Project manage large scale system implementations and upgrades working with colleagues in ICT and 3rd party suppliers which can take up to a year.

- Be aware of, and advise on, the lifecycle of software solutions so that replacements can be factored in to a program of works taking into account resources, budget requirements and impact on other systems.

- Keep up to date with latest advances geospatial technologies and identify where these could be of benefit to the council.

- Perform data analysis and modelling on the geospatial systems to develop sound business cases and design solutions with associated documentation that are clear, concise and well-constructed to support decision making.

- Develop and continuously improve the Geospatial systems so they continue to underpin advances in the council's digital delivery agenda by enhancing self-service and automated processing to improve the customer journey.

- Provide quality control and security measures for geospatial metadata standards, internal and external, to ensure data is accurate and up to date and relevant to customers.

- Support the emergency planning function by providing spatial data expertise and the production of maps from the systems so informed decisions can be made by Gold command

Corporate Expectations

- 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.

- 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.

- To actively demonstrate the values and behaviours of the council.

- To ensure our customers are valued by taking into account their views and needs in all that we do.

- To contribute to the development and achievement of relevant corporate and service objectives by suggesting ideas for service improvements.

- To communicate openly and honestly with colleagues, members and customers.

- To undergo any training necessary to be able to fulfil the requirements of the job.

- 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.

- To contribute ideas on improvements in service delivery.

Folkestone & Hythe District Council Person Specification
Post Title: Senior GIS & LLPG Development 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** ▪ Basic education (including GCSE's in Maths & English grade C or above / equivalent) or experience that demonstrates proficiency	✓	✓	
	Desirable ▪ Degree level education in a GIS related discipline or minimum 5 years' experience of managing, supporting and developing Geospatial systems.	✓	✓	
Experience and Knowledge	**Essential** ▪ Demonstrable extensive experience over a number of years in this role with responsibility for providing mapping, data and analysis solutions and advice to meet the Council's geospatial requirements. ▪ Excellent cartography and desktop digitising skills. ▪ Experience of providing professional advice to service managers regarding internal and external geographic information systems.	✓ ✓ ✓ ✓	✓ ✓	
	Desirable ▪ Ability to manage relational databases and write software queries using SQL language tools, for example, extracting customer data to support other services such as garden waste collections which could have an impact on the councils financial resources.	✓	✓	

	▪ Demonstrable experience of ESRI suite of products, including ArcGIS Enterprise, ArcGIS Pro, ArcGIS Online, open source QGIS and associated applications.	✓		✓	
Skills and Abilities	**Essential** ▪ 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 ▪ Ability to adapt and proactively organise and prioritise work effectively in order to meet deadlines and maintain high standards at all times.	✓ ✓ ✓ ✓ ✓		✓ ✓ ✓ ✓	
	Desirable • 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	✓ ✓		✓ ✓	