

Job Description

Job title	Digital and Data Support Officer – Open Digital Planning
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 3
Reports to	Principal Programme Support Manager - Open Digital Planning

Main purpose of the job:

To ensure the integrity and quality of data used within the Planning Service. This involves meeting the information requirements necessary for effective decision-making within the Planning Service. By maintaining high data quality standards, the role supports the accuracy and reliability of planning information, which is crucial for informed decision-making processes. The role also involves collaborating with Medway’s GIS Manager, Open Digital Planning (ODP) project team and the MHCLG Data Team to ensure that data preparation aligns with established standards and specifications.

Liaise with stakeholders in a way that promotes the [One Medway Council Plan](#) and embeds our [values and behaviours](#).

Accountabilities and outcomes:

Collaborate with Medway’s GIS Manager, ODP project and MHCLG Data Team to ensure data preparation aligns with established standards and specifications, thereby supporting accurate and reliable planning information.

Prepare data to meet Data Standards Specifications, ensuring that data used in planning processes adheres to required quality standards.

Clean, validate, and analyse all types of data, including GIS data, to ensure accuracy and completeness.

Create different types of statistical and analytical reports by finding, analysing, and explaining trends or patterns in the data, and making conclusions and recommendations from that analysis. This will include communicating the findings of data analysis to different audiences in a clear and compelling way that illustrates the data's story and achieves project objectives.

Review and update data flows to support Data Protection Impact Assessments, ensuring compliance with data protection regulations and safeguarding sensitive information.

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Conduct User Acceptance Testing to validate data accuracy and usability, ensuring that data meets user requirements and is fit for purpose.

Regularly attend working groups and meetings with government departments and other Local Planning Authorities as part of the Open Digital Planning Programme.

Undertake the training and upskilling of staff in data skills and best practice to improve and develop their knowledge and understanding.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

As a corporate parent, all council employees are responsible for ensuring the well-being and positive outcomes of Medway's care-experienced children and young people.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Progression Framework.

Work in accordance with the Equality Act 2010 and the Public Sector Equality Duty to eliminate unlawful discrimination, harassment and victimisation. Promoting equality of opportunity, fostering good relations and improving the quality of life and opportunities for everyone living and working in Medway.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Medway Council is a Category One responder in relation to the Civil Contingencies Act (2004) and as a result all staff working for the Authority may be asked to carry out Category One response duties or stand into the role of another member of staff who is responding to a Major Civil Incident.

Organisation:

This role reports to the Principal Programme Support Manager - Open Digital Planning.

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

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Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A minimum of 5 GCSE's including English and Maths (grades 4-9) or equivalent.>

Level B (in addition to level A criteria)

Professional Qualification

- Working towards a Level 3 qualification in Business Administration or a related field.

Professional Experience

- At least two years' experience in managing data within a local authority.

Level C (in addition to levels A and B)

- Level 3 qualification in Business Administration or a related field.
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Knowledge

Level A

- Good understanding of the data and information needs of local government and key stakeholders.
- Understanding of data visualisation techniques and tools such as Power BI, to effectively communicate insights and findings.
- A good understanding of GDPR legislation and best practice in relation to information sharing.
- A good understanding of the planning process including works to trees and TPO's.
- A good understanding of the pre application process.
- A good working knowledge of agile project management methodologies.
- A good understanding of the Council's Record Retention Policy and freedom of information protocols.
- Detailed knowledge and understanding of the planning administration process and related legislation and national policy and guidance.
- An awareness of data management and how it relates to governance.
- Knowledge of different data approaches, models and tools to enable data cleansing.
- Understanding of the importance of data quality and making sure data is fit for purpose.
- Awareness of the need to translate technical concepts into non-technical language.

Level B (in addition to level A criteria)

- A good understanding of planning policies, practices, procedures and planning legislation
- A comprehensive working knowledge of agile project management methodologies
- Understanding of data management in your role, and how it works in relation to other organisational governance structures for projects you are working on.

Level C (in addition to levels A and B)

- A good understanding of the context of your work and the strengths and weaknesses of analysis and how to communicate these clearly and concisely.
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Experience

Level A

- Experience of working as part of a team.
- Experience of managing a varied workload.
- Working with multiple sets of data information systems
- Experience of working effectively with colleagues and external stakeholders.
- Demonstrable experience of meeting multiple deadlines, including some non-negotiable and managing own work.

Level B (in addition to level A criteria)

- Experience in data led business intelligence and service improvement projects.
- Experience of confidently using specialist IT packages relevant to the service area.
- Using statistical techniques for research and analysis.
- Analysing user and customer feedback to identify trends and areas for improvement.
- Experience of successfully assisting in the delivery of projects and service/change initiatives.
- Experience of integrating working practices and processes including working collaboratively with colleagues from other areas using digital tools such as SLACK, Trello and Miro.
- Demonstrable experience of contributing to change and listening to new ideas.

Level C (in addition to levels A and B)

- Experience of working independently to deliver project outputs.
- Experience of applying data governance and protection in projects

Skills

Level A

- Proficiency in Microsoft Office and have an awareness of specialist software and tools such as Uniform and Power BI.
- Uses appropriate language, style and methods depending on audience and the purpose of communication.
- Excellent listening skills, being able to extract relevant and important information.
- Can identify and prioritise customer needs.
- Adopts a professional approach to customers.
- Pays attention to details and able to focus on all areas of a task, no matter how small.
- Able to successfully handle competing demands effectively to meet statutory deadlines and targets and maintain high standards at all times.
- Able to interpret and analyse data from a variety of sources and systems.
- Able to adopt an inquisitive and curious approach to data.

Level B (in addition to level A criteria)

- Proficient in the use of relevant design and GIS software for the analysis, interpretation, and production of work within the team.
- Able to apply basic models and tools to cleanse and transform data.
- Can apply basic techniques to analysis of data and summarise results.
- Use relevant tools and software independently; explaining how they can be used to manage, analyse and display data.
- Ability to understand basic data and research issues in data analysis projects and can check that the data and analysis look right.

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- Ability to communicate effectively about data opportunities when working on projects, .
- Communicate information and ideas clearly and effectively, both verbally and in writing.
- Able to work successfully within a multi-disciplinary team and ability to work in partnership with other internal services and external bodies to deliver effective co-ordinated services.
- Receptive to learning about data, data science and its techniques.
- Open to developing knowledge and experience of research (qualitative and quantitative) to be confident in contributing to Open Digital Planning discussions.

Level C (in addition to levels A and B)

- Ability to describe the legal and ethical issues affecting datasets worked with and can contribute to documentation such as Data Privacy Impact Assessments.
- Can collate, cleanse and transform team datasets within an agreed model, workflow, or architecture.
- Able to make recommendations for developing new services/integrations.
- Can collaborate effectively to help identify user needs and develop and deliver data.
- Recognises priorities, weighs up different options and evaluates risks.
- Ability to work effectively and share information with colleagues at all levels, across a range of council services, treating all with respect.
- Takes responsibility for own time and effectiveness.
- A demonstrable ability of being highly proactive in enhancing service delivery.
- Committed to personal development.
- Evaluates previous judgements to improve.
- Able to positively react to change and adapts to new situations quickly.
- Actively seeks out opportunities for innovation with new tools and uses of data.
- Ability to continue to develop knowledge through practical application of skills