Job Description

Job title	ICT Lead Microsoft Power Platform Automation Developer
Directorate	BUSINESS : Business Support
Division	ICT
Range	MPR 6
Reports to	ICT Development Manager

Main purpose of the job:

You will be responsible for working with business stakeholders and the development team to design, build and deliver a series of high-quality solutions to support the organisations 'business as usual' responsibilities, the council delivery plan and to further the adoption of Power Platform in the organisation. Key responsibilities include:

Liaise with stakeholders in a way that promotes the One Medway Council Plan and embeds our values and behaviours.

Accountabilities and outcomes:

Solution Design and Development: This role involves designing and developing custom applications using the Microsoft suite of products, including Power Platform, Power BI, Azure, and SharePoint. The solutions must be scalable, maintainable, and meet business requirements.

Technical Leadership: The position requires some mentoring of colleagues, providing guidance and support throughout the development process. Additionally, conducting code reviews and ensuring adherence to best practices and coding standards are essential responsibilities.

Collaboration: Working closely with stakeholders to understand their needs and translate them into technical solutions is a key aspect of this role. Collaboration with other IT teams to integrate Power Platform solutions with existing systems is also necessary.

Governance and Compliance: Establishing and enforcing governance strategies, standards, and policies for the Power Platform is crucial. Ensuring that solutions meet security and compliance requirements is another important responsibility.

Innovation and Improvement: Staying updated with the latest features and updates in the Power Platform suite is vital. The role involves recommending and implementing improvements to enhance system performance and user experience.

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Support: Providing support to ICT colleagues to maximize the benefits of Power Platform solutions is part of the job. Developing solution documentation and guidance material for users and team members is also required.

Expected Outcomes: The role aims to enhance business processes by automating and optimizing them using Power Automate, leading to increased efficiency and reduced manual effort. Developing custom applications with Power Apps will enhance productivity and meet specific business needs. Creating comprehensive reports and dashboards with Power BI will enable stakeholders to make informed decisions based on real-time data, ensuring data integrity and accuracy across all Power Platform solutions. Implementing innovative solutions and staying updated with the latest Power Platform features will continuously improve system performance and user experience. The role also involves quickly adapting to changing business requirements and providing scalable solutions. Delivering robust and user-friendly applications that meet or exceed user expectations is a key outcome. Additionally, implementing cost-effective solutions that save time and resources, ensuring high availability and reliability of Power Platform applications, and minimizing system downtime are essential goals.

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 ICT Development Manager

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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.

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

- o Degree in Computer Science, Information Technology, or a related field or evidence of similar or equivalent.

- o Microsoft Certified Power Platform Fundamentals (PL-900).

Level B (in addition to level A criteria)

- o Microsoft Power Platform RPA Developer or similar (or working towards)

Level C (in addition to levels A and B)

- o Microsoft Certified Power Platform Developer (PL-400) or equivalent (or working towards).

Knowledge

Level A

- o Demonstrable knowledge of the key components of the Power Platform such as Power Apps, Power Automate, CoPilot, Power BI, Dataverse, Dynamics 365 and SharePoint.

- o Knowledge of how Power Platform components work together to create comprehensive business solutions.

- o Knowledge of Microsoft Azure services, including Azure AI, Azure Functions and Azure Logic Apps.

- o Understanding of RESTful Web APIs.

- o Understanding of cloud deployment and management practices.

- o Ability to translate business requirements into technical solutions.

- o Understanding of Power FX

Level B (in addition to level A criteria)

- o Working knowledge of Agile project management methodology and its applied principles.

- o Demonstrable experience of Microsoft Azure services, including Azure AI, Azure Functions and Azure Logic Apps.

- o Experience of Formulas, C# or Javascript.

- o Demonstrable understanding of DevOps practices and tools for continuous integration and deployment (CI/CD) within the Power Platform (experience with application lifecycle management (ALM) practices).

- o Knowledge of authentication, security, and application lifecycle management (ALM) practices for the Microsoft Power Platform.

Level C (in addition to levels A and B)

- o Understand the importance of a Centre of Excellence (for Power Platform and related Microsoft products such as SharePoint and PowerBI)

- o Knowledge of establishing Power Platform environments, users, licenses, capacity management, and backup policies.

- o Understanding of the NCSC 8 principles of secure Development and Deployment

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Experience

Level A

- o Demonstrable experience using the key components of the Power Platform such as (but not limited to) Power Apps, Power Automate, CoPilot, Power BI, Dataverse, and SharePoint.

- o Experience of Model-Driven Apps and Canvas Apps.

- o Experience of Formulas, C# or Javascript and SQL.

Level B (in addition to level A criteria)

- o Proven experience in leading and mentoring a team.

- o Demonstrated ability to provide guidance, support, and foster a collaborative work environment.

- o Demonstrated experience with Agile and Scrum methodologies to manage development cycles.

Level C (in addition to levels A and B)

- o Extensive experience with Microsoft Power Platform services, including (but not limited to) Power Apps, Power Automate, CoPilot, Power BI, Dataverse, and SharePoint.

- o Demonstrated creative thinking to innovate and improve web systems.

- o Demonstrable experience using the Power Platform Centre of Excellence Toolkit in alignment with the organisation's objectives.

- o Demonstrable experience of applying the NCSC 8 principles of secure Development and Deployment

- o Demonstrable experience of establishing Power Platform environments, users, licenses, capacity management, and data loss prevention policies.

Skills

Level A

- Proficient with Power Platform components.
- Strong communication and collaboration skills to work effectively with stakeholders and team members.
- Creative thinking and problem-solving skills to address technical challenges and innovate solutions
- Ability to translate business requirements into technical solutions.
- Ability to manage multiple tasks and projects simultaneously, ensuring timely delivery

Level B (in addition to level A criteria)

- Create and manage automated processes using Power Automate.
- Experience of coaching and mentoring team members.
- Can display empathy and compassion towards others.

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- Applied knowledge of authentication, security, and application lifecycle management (ALM) practices for the Microsoft Power Platform.
- Effective time management skills to handle multiple projects and deadlines.
- Skills in integrating Power Platform solutions with other Microsoft services and third-party systems

Level C (in addition to levels A and B)

- Skilled with leading or collaborating on large-scale projects.

- Competent in C# and/or JavaScript and/or Power FX and/or RESTful Web APIs.

- Proficient with the Power Platform suite, predominantly with Power Automate, Power Automate Desktop, Dataverse and SharePoint.
- Ability to lead the development of new metrics and evaluation frameworks