

Tunbridge Wells Borough Council

Person Specification



POST TITLE: Digital Transformation Officer

GRADE: H

SERVICE: Digital Services Team

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
EXPERIENCE	<p>Experience of working within a multi-functional team.</p> <p>Experience of project delivery and project management methodologies.</p> <p>Excellent understanding of business process analysis and re-engineering.</p> <p>Experience of delivering requirement gathering and stakeholder engagement workshops.</p> <p>Experience of collecting and analysing data to identify patterns and trends.</p> <p>Experience of carrying out research/consultation with customers and colleagues</p>	<p>Experience of working in a local or central government environment.</p> <p>Experience with digital transformation projects.</p> <p>Experience with user-centric design and user research methodologies.</p>	Application form and interview
QUALIFICATIONS /TRAINING	<p>Five GCSEs (including English Language and Maths to grade C / 4 or above).</p> <p>Educated to degree level or three year's experience in a digital transformation role, or a related discipline.</p>	<p>Project management qualification (e.g., PRINCE2, Agile or equivalent).</p> <p>A business analysis or data analytics qualification (e.g., Lean, Six Sigma or equivalent).</p> <p>Training in user experience (UX) design.</p>	Application form and interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
KNOWLEDGE	<p>Strong IT skills and proficiency with Microsoft Office products.</p> <p>Strong analytical skills with the ability to collect, organise, and analyse significant volumes of data with attention to detail and accuracy.</p> <p>Awareness of system integrations.</p> <p>Awareness of accessibility standards and assistive technology.</p>	<p>Awareness of the M365 Power Platform.</p> <p>Knowledge of local government operations and services.</p> <p>Understanding of legislative and legal requirements affecting service delivery.</p> <p>Understanding of artificial intelligence (AI) and large language models (LLMs), including their applications in digital transformation and process automation.</p>	Application form and interview
PRACTICAL & INTELLECTUAL SKILLS	<p>Ability to translate complex technical information for a lay audience.</p> <p>Creative and logical thinking skills for redesigning processes.</p> <p>Strong communication and customer service skills.</p> <p>Team worker, yet self-motivated and able to work alone.</p> <p>Ability to prioritise and manage workloads and competing demands within agreed timeframes.</p> <p>High standards of accuracy and attention to detail.</p>	Skills in facilitating workshops and focus groups.	Application form and interview

CRITERIA	ESSENTIAL	DESIRABLE	HOW IDENTIFIED
DISPOSITION/ ATTITUDE	<p>Positive and proactive attitude towards change and innovation.</p> <p>Ability to build and maintain good working relationships with operational staff and managers.</p> <p>Professionalism and resilience, especially when recommendations are not followed.</p> <p>Adaptability to different audiences and approaches.</p> <p>Excellent verbal and written communication skills with a good standard of spelling, grammar, and the use of plain English.</p> <p>Committed to high standards of quality and continuous personal self-development.</p>	<p>Enthusiasm for continuous learning and professional development.</p> <p>Commitment to public service and improving customer experiences.</p>	Application form and interview
SPECIAL REQUIREMENTS	<p>Ability to work with a variety of stakeholders, including service managers, software providers, and consultants.</p> <p>Able to travel to various Council-operated sites within the Tunbridge Wells borough and, when necessary, to other local authority areas in Kent.</p> <p>This post is subject to a satisfactory standard DBS check</p>		Application form and interview