

<b>POST TITLE</b>	<b>CITY OPERATIONS DEVELOPMENT OFFICER</b>
<b>DIRECTORATE</b>	<b>PLACE</b>
<b>SERVICE</b>	<b>NETWORK MANAGEMENT AND ENFORCEMENT</b>
<b>RESPONSIBLE TO</b>	<b>CITY OPERATIONS AND ENFORCEMENT MANAGER</b>
<b>NUMBER OF POST HOLDERS</b>	<b>1</b>
<b>ACTING UP/ SECONDMENT</b>	

**PURPOSE OF JOB.**

To be responsible for the development of the City Operations Centre and the management of all associated contracts and systems.

**KEY DUTIES**

To be responsible for maintaining the City Operations Centre systems to the highest level to allow it to provide a coordinated, real time, intelligence -led response to incidents across the city.

The postholder will be responsible for developing and delivering high quality, customer focused outcomes in relation to the E City Operations Centre.

To lead and manage one or more complex projects, supporting core Council strategies and objectives, and focusing on organisational efficiency and improved customer services.

The post holder will be responsible for developing complex technological multi service improvements, workflow efficiencies and designing systems which are compliant with best practice data protection, cyber-security and resilience

**THE WHAT - MAJOR TASKS/JOB ACTIVITIES**

- Further the Council's Smart City ambitions, in relation to operational efficiencies and data analysis both for real-time management of the city and for longer term planning.
- To oversee the co-ordination and management of all aspects of operational systems projects including adapting to modern cybersecurity risks, modernising end of life legacy infrastructure and improving resilience.
- To improve the Council's capability to prevent, intervene and handle escalating incidents including disaster and emergency in conjunction with key partners (e.g. Police Scotland)
- Manage and implement business change ensuring that all projects adhere to formal project management methodologies (e.g. Prince 2). This includes the full cycle of project from scope, business case (including investment appraisal), project planning, project team management, cultural change management, budget monitoring and risk management to implementation and evaluation
- Identify and evaluate the risks associated with the project activities and take appropriate action control and mitigate the risks, ensure compliance with statutory responsibilities, national legislation, standing orders, delegated responsibility, Council policies, aim and objectives and professional project and programme standards.
- Processing data sets from several systems to generate insight and trends with the intention to make recommendations for policy and service practise on improving the city operation this includes presenting

detailed reports, business cases and management information to senior manager/Committees. on potential improvements .

- To develop, review and where appropriate lead on City Operations Centre Operations staff training
- To represent the Council's technologically innovative approach at smart city regional, national; and international forums
- Manage the operational strategies for the City Operations Centre and ensure that all policies and procedures comply with all relevant legislation, regulations, and British standards .
- Oversee the development of policy, strategy, contracts, procurement, and service level agreements through partnership working with other departments, agencies, contractors, and organisations
- Support and deliver the operational partnership between the Council and Police Scotland, ensuring effective communication channels are maintained along with interfacing of systems
- Maximise income opportunities by developing contracts with key external partners/customers for the use of the services of the City Operations Centre.
- Manage and oversee the City Operations Centre Contracts, meeting regularly with contract management to review performance.
- Deputise for manager in their absence
- Maintaining and developing the city-wide telecommunications infrastructure underpinning the City Operations Centre
- Support other service areas to develop, design and utilise any contracts for further developments across the council estate

#### **THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)**

- The post holder will require knowledge and skills in project management. This will usually mean the post holder is qualified to degree or postgraduate level in a relevant discipline and will have additional project management qualification or extensive management experience. The postholder should be a Prince 2 practitioner or equivalent or have experience of applying project management principals and methods, such as Prince 2
- Good Working knowledge of Microsoft Office packages (Excel, Word etc)
- The postholder will have the ability to interpret, analyse and present a range of complex information for a variety of audiences using appropriate communication channels
- The postholder will make decisions in relation to specific business transformation activities and projects, in consultation with relevant stakeholders and management where appropriate.
- The postholder will encourage innovation and a culture of continuous improvement across the Council.
- The postholder will have range of contacts, both internal and external, reflecting the varied nature of the Council services and diversity of projects. This will include senior stakeholders such as Directors, Heads of Service, elected members, trade unions and internal and external customers.
- The postholder is expected to advise senior managers, Managers, and staff council wide effectively and diplomatically on key actions required to support strategies and initiatives
- Strong interpersonal skills including communicating with a range of stakeholders both internal and external
- Knowledge of standard ICT, Video Surveillance System equipment, security systems and telecommunications
- Ability to interpret new legislation and implement any new working procedures required to ensure compliance across the Council's CCTV estate and City Operations Centre/Facility
- Excellent negotiation skills around contracts and income generation
- Maintain appropriate relationships with a range of external contractors to ensure that any work commissioned is delivered on time and in budget
- Ensure legal compliance with assessing both the consequences and potential remedies available in situations
- Will often be required to identify solutions to reported problems, take cognisance of competing priorities, and demands and restricted resources

- Decisions and recommendations made in course of the postholder's duties may affect the service delivered to the public and the Council's reputation
- The postholder will be expected to undertake specific projects necessary to maintain or upgrade the City Operations Centre network and systems, these will include, but is not limited to participation in procurement, liaising with design services and overseeing contractors
- Periodically the postholder will be required to manage capital projects necessary to deliver upgrades or maintain the City Operations Centre network to the value of up to £500K.

#### **ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)**

- The post holder will be expected to manage his/her own workload, taking into account appropriate deadlines. Circumstances change frequently due to requirements to respond to requests resulting in the cessation or interruption to tasks and results in their reprioritisation
- The post holder will regularly work to tight deadlines and will have high demands placed on his /her time
- Normal physical activity, care should be exercised in prolonged use of IT equipment in accordance with the Council's Policy and guidelines
- It will be occasionally necessary for the post holder to work in the field, but this will be less than 20% of the time
- The post holder holder will be required to meet deadlines established by the Scottish Government, committees or other bodies and manage their workload within competing priorities
- The post holder will work autonomously with minimal supervision, to effectively and diplomatically manage competing priorities and interests.
- The post holder must be able to adapt flexibly to new demands and take appropriate action on matters requiring immediate response.
- Although the post holder will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee

#### **SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF)**

- The postholder will be responsible for the management of contractors while carrying out their role within the council under contract, ensuring they work within any restriction due to national legislation or public health emergencies
- The postholder will be responsible for being the lead advisor to all relevant staff on the proper use of systems, and ensuring that all relevant processes and procedures are in place and are being adhered to. The post holder will provide professional guidance to the City Operations Centre Supervisors who, in turn, manage a team of around 30 FTE.
- The postholder will be responsible for working with Customer and Digital Services to ensure appropriate administrative support is in place to deliver the Smart City Vision. The Postholder will be responsible for the matrix management of a team of up to five administrative staff to ensure the success of the project.
- The post holder is responsible for the appropriate tasking of the administrative support to the project group in order to ensure the service fulfils its core functions and other functions as determined by the project group

#### **RESOURCES**

- The postholder will be responsible for up to £1m capital budgets for the City Operations Centre development.
- The postholder holder will be responsible for monitoring contracts with a value of up to £500k per annum
- The postholder holder is responsible for ICT equipment issued in relation to carrying out council duties

- Consideration will be also have to be given to information available, and various gateways to disclosure, as to divulge information which is obtained using statutory powers can constitute a criminal offence and the postholder holder personally. This will involve assessing requests for freedom of information and data protection legislation, Regulation of Investigatory Powers Act 2000 (RIPSA) requests and providing the information requested, using the appropriate templates.
- The post holder is responsible for the appropriate tasking of the administrative support to the project group in order to ensure the service fulfils its core functions and other functions as determined by the project group
- The postholder will be responsible for income maximation of new systems installed within the private sector that require use of the City Operations Centre, links with CEC planning department , police architectural liaison staff and developers to ensure the system installed are following legislation and incorporate CEC design principals, while agreeing appropriate charges for CEC staff resource and any ongoing maintenance, monitoring costs .

#### **HEALTH AND SAFETY (DO NOT ALTER THE WORDING OF THIS SECTION)**

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).