

Recruitment person specification

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| Position title | City Operations Development Officer |
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Guidance on [how to complete a high quality person specification](#) is on the Orb.

Role requirements

Experience requirements

1. Customer focus: Proven track record of designing and delivering initiatives with a customer-centric approach that meets diverse stakeholder needs (Essential)
2. Evidence-based, User-centric design: Ability to apply strategic design principles and research-led methodologies to create innovative, contemporary solutions that meet unique stakeholder (Essential)
3. Analytical skills: Commercially and financially astute, with the ability to translate complex data into clear, targeted communications in a variety of formats and spot trends and anomalies that others might miss (Essential)
4. Project leadership: Experience managing multi-disciplinary teams and complex projects involving a wide range of stakeholders (Essential)
5. Collaboration and Partnership: Highly collaborative approach, with experience of working effectively with a wide range of service areas and external partners to deliver outcomes (Essential)
6. Political awareness: Recognising the Council is a public sector organisation requiring diplomacy to deliver organisational objectives whilst navigating regulatory and committee-led frameworks (Essential)
7. Systems management: Significant experience leading the development, implementation, and ongoing management of business systems (Essential)
8. System requirements: Proven track record in gathering and defining complex business requirements, translating user needs into clear functional specifications for system development (Essential)
9. Procurement and selection: Experience navigating system procurement processes, including drafting specifications and evaluating tenders against business and technical needs (Essential)
10. Technical integration: Strong understanding of system architecture and integrations, with the ability to align technical setups to business workflows and assess the impact of changes (Essential)
11. Experience managing and developing small teams (Desirable)
12. Contributing to the strategic design and implementation of major organisational initiatives (Desirable)

Knowledge, skills and understanding requirements

1. Technical proficiency: Strong experience in data analytics and relevant tools. Structuring data effectively and build visuals that people want to use (Essential)

2. Performance management: Deep understanding of performance management, establishing performance metrics and data analysis both for real-time management of the city and for longer term planning (Essential)
3. Continuous improvement: Expertise in applying process improvement and change management methodologies to drive delivery (Essential)
4. Problem solving: A proactive interest and drive to improve service delivery, overcoming challenges and identifying opportunities (Essential)
5. Public sector context: Strong working knowledge of current public sector challenges and the ability to adapt to cross-divisional disciplines (Essential)
6. Process and workflow design: Skills in business process mapping, including documenting, designing, and optimising workflows (Essential)
7. Critical thinking: Ability to provide constructive thinking and challenge to projects to ensure they meet the actual needs of the business and remain compliant whilst ensuring high-quality outcomes (Essential)
8. Data protection and security: Knowledge of system security and data compliance legislation related to operating CCTV e.g. UK GDPR, Information Commissioner Standards, Regulation of Investigatory Powers (Scotland) Act 2000 (RIPSA) (Essential)
9. Strong negotiation and influencing skills used to achieve complex organisational goals working across structural boundaries (Desirable)

Qualifications and training requirements

1. Educated to degree level (SCQF 9) or possesses equivalent professional experience (Essential)
2. Hold a live Prince2 Practitioner qualification or equivalent or have experience of applying project management principals and methods, such as Prince 2 (Essential)
3. Hold relevant professional qualifications and training (Desirable)

Job specific requirements

1. Given the nature of the service, there should be a willingness to work flexibly, and on occasion may include working outside standard hours when required to meet operational needs to deliver projects (Desirable)