

**Completed Forms must be emailed to [job.evaluation@nottinghamcity.gov.uk](mailto:job.evaluation@nottinghamcity.gov.uk)**

**This form should be used for the creation of new positions and amendments of existing positions**

## POSITION CREATION/AMENDMENT FORM

### REQUEST TYPE

(Click on box to put a cross (check) in relevant Field)

**NEW POSITION** ☒

**POSITION TITLE CHANGE** ☐

**ADDITIONAL PAYMENT** ☐

**REGRADE** ☐

**UPDATED JD/PS** ☐

**NEW CASUAL POSITION** ☐

### POSITION DETAILS

**POSITION TITLE - NUMBER:**

e.g. ADMIN ASSISTANT – CSADMIN/SS001  
RECEPTIONIST – 12345

**Services Development Manager**

**DEPARTMENT:**

Please select from Dropdown ▼

**TEAM NAME/SCHOOL NAME**

(Listed under DEPARTMENT on Oracle Self Serve)

**FINANCE COST CODE:**

e.g. N-C-1234-567-891-0

**LOCATION:**

(e.g. Loxley House)

**EFFECTIVE FROM DATE:**

(DD/MM/YYYY)

**STANDARD HOURS**

(i.e. 1 FTE value – for non-teaching posts this should be 37)

**Std Hrs: 37**

**TOTAL FTE IN HOURS:**

(i.e. total weekly contracted hours to be established)

**POLITICALLY RESTRICTED:**

YES ☐

NO ☐

**REQUIRE SOCIAL WORK  
REGISTRATION:**

YES ☐

NO ☐

**ORACLE FINANCE APPROVER?**

YES ☐

NO ☐

**POSITION TYPE:**

(For non-school's  
colleagues only)

**MANAGER:** ☐

**SPECIALIST:** ☐

**SENIOR:** ☐

**COLLEAGUE:** ☐

**ADDITIONAL INFORMATION: (Provide further details of the change required, where applicable.)**

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### **AFFECTED COLLEAGUE (Re-grades or position title changes only)**

**(If the number of colleagues affected exceeds 10 please contact the JE Team)**

	FIRST NAME	LAST NAME	ASSIGNMENT NUMBER	SUPERVISOR FIRST NAME	SUPERVISOR LAST NAME	SUPERVISOR ASSIGNMENT NUMBER
COLLEAGUE 1						
COLLEAGUE 2						
COLLEAGUE 3						
COLLEAGUE 4						
COLLEAGUE 5						
COLLEAGUE 6						
COLLEAGUE 7						
COLLEAGUE 8						
COLLEAGUE 9						
COLLEAGUE 10						

**REQUESTED BY:**

(e.g. Manager/Head Teacher  
name)

**DATE SENT:**

(DD/MM/YYYY)

### **TO BE COMPLETED BY MANAGER/HEAD TEACHER WHEN APPROVAL HAS BEEN OBTAINED**

**APPROVED BY  
ACOS/DLT/DDM/  
GOVERNING BODY**

**Please select from Dropdown ▼**

If other please state here:

**APPROVAL**

**DATE:**  
(DD/MM/YYYY)

### **TO BE COMPLETED BY NCC JE TEAM**

**JEID:**

**JE1000004224**

**GRADE:**

**H**

**ACTIONED BY:**  
(JE Rep)

**Iola Bunting**

**DATE SENT:**  
(DD/MM/YYYY)

**30/06/15**

**Guidance for completing this form can be found on the Job Evaluation intranet/extranet pages  
(via the Human Resources pages)**

**Please contact the Job Evaluation Team for process and form queries by calling 0115 87 62221**

# Job description



Nottingham  
City Council

## Job title: Services Development Manager

**Department: Corporate Services**

**Service: IT Service**

**Grade: H**

**Post reference number:**

### 1. Job purpose

To be responsible for the development of new services to be offered by the IT Service to other Council services, partner agencies, colleagues, citizens and Councillors. The Services Development Manager will focus on the development of services managing their transition to 'business as usual' and overseeing the delivery of specified professional services. The post holder will oversee professional development within the IT Service.

### 2. Principal duties and responsibilities

1. To develop identified service opportunities as IT Service's service catalogue items to offer to other Council services, partner agencies, colleagues, citizens and Councillors.
2. To develop IT Service's service catalogue items as commercialised propositions to offer to partner agencies and other organisations.
3. To assist and advise in the planning and delivery of multiple projects across a range of business areas and systems. The post holder will deliver appropriate testing, support and training in a variety of services, systems and technology to ensure delivery of products of an appropriate quality.
4. To advise and consult on the coordination of business process and system design with colleagues and customers, to optimise data collection and improve system usability.
5. To manage the development of the professional training and development programme of the IT Service.
6. To manage the design and delivery of learning and development programmes including, but not limited to: e-learning, classroom training, team and individual based training.
7. Ensure that online training and development resources are provided and developed to a suitable quality that address the range of training required by the

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IT Service and other Council services.

8. To liaise with colleagues to:
- i) Assess existing levels of knowledge, skills and attitudes amongst end-users.
  - ii) Make sure training and development offers meet colleagues' requirements.
  - iii) Evaluate and review delivered training.
9. To manage the development the IT Service's offer to Council services with regard to IT related skills and development.
10. To design requirements for training and development commissioning where required training provision from third parties.
12. To attend various meetings, working parties and topic groups as required, some of which may be outside normal working hours.
13. To build networks and relationships across the IT Service and Council, and with partner agencies, ensuring an excellent and accessible service to colleagues, Councillors, citizens and partners.

**3. All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.**

**4. All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy and Code of Conduct in order to uphold Nottingham City Council standards in relation to the creation, management, storage and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**5. This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.**

**6. Numbers and grades of any staff supervised by the post holder: 1 (F) + up to 8 (F) temporary staff**

Training and Development Coordinator

Up to 8 temporary staff delivering training and other professional services

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**7. Post holder's immediate supervisor: Strategy Manager**

**Prepared by/author:** Simon Salmon

**Date:** 12 Jun. 2015

**Job title:** Head of IT Service

**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

**Signature:** .....

**Date:** .....



# Person specification

**Job title: Services Development Manager**

**Department: Corporate Services**

**Service: IT Service**

**Grade: H (proposed)**

**Post reference number:**

Areas of responsibility	Requirements	Measurements				
		P	A	T	I	D
Knowledge	Good standard of general education including literacy and numeracy.		✓	✓	✓	
	An effective knowledge of modern management practice including a thorough understanding of customer care and equalities issues.		✓	✓	✓	
	Knowledge of recognised project management techniques (e.g. PRINCE2)		✓	✓	✓	
	Knowledge of 'good practice' within an IT Service environment (e.g. ITIL)		✓	✓	✓	
	Knowledge of national training standards		✓	✓	✓	
	Knowledge of and ability to develop and deliver face-to-face and computer based training and e-learning.		✓	✓	✓	
Experience	Experience of developing commercially aware services within a local authority environment.		✓	✓	✓	
	Experience of planning, developing and managing service developments through to operation as 'business as usual' activities.		✓	✓	✓	
	Experience of using project planning and project management tools (e.g. PRINCE2)		✓	✓	✓	

Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
	Experience of designing, delivering and evaluating technical IT training programmes.		✓	✓	✓	
	Experience of coordinating the delivery of IT training programmes to trainees from diverse organisations and backgrounds using external training resources.		✓	✓	✓	
	Experience of assessing organisational and individual training requirements.		✓	✓	✓	
	Experience of use of office automation products ideally MS-Office and associated products such as MS-Visio and MS-Project.		✓	✓	✓	
Skills/Abilities	Ability to demonstrate leadership skills and inspire, motivate and encourage teamwork.		✓	✓	✓	
	Ability to build networks and relationships within the Council and with partner agencies to ensure excellent and accessible services.		✓	✓	✓	
	To be diplomatic and approachable		✓	✓	✓	
	Able to work at all levels on confidential issues		✓	✓	✓	
	Negotiating and influencing skills		✓	✓	✓	
	Interpersonal skills combined with the ability to work effectively as an individual and within a team in an environment of competing priorities and tight deadlines		✓	✓	✓	
	A high level of communication skills, both oral and written and able to respond to diverse audiences including multi-disciplined professional, senior managers and partners		✓	✓	✓	
	Ability to lead projects and promote and maintain the trust and confidence of stakeholders in delivering change to positively impact on outcomes.		✓	✓	✓	
	Ability to work on own initiative and possessing an innovative approach to issues		✓	✓	✓	



Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
	Able to set targets and monitor effectiveness of projects.		✓	✓	✓	
Work to promote mutual respect and good relations	Awareness and understanding and commitment to the pursuit of equality of opportunity in terms of <ul style="list-style-type: none"> <li>• service delivery</li> <li>• employment practice</li> </ul>		✓		✓	
Work related circumstances	To be willing to work outside of core working hours as required.  Willingness to comply with the City Council's non-smoking policy.		✓  ✓			

**P:** Pre-application    **A:** Application    **T:** Test    **I:** Interview    **D:** Documentary evidence

**Prepared by/author:** Simon Salmon

**Date:** 12 Jun. 2015

**Job title:** Head of IT Service

