

HARBOROUGH DISTRICT COUNCIL – JOB DESCRIPTION

POST TITLE: Digital Support and Development Officer

GRADE: 5

SERVICE AREA: ICT and Transformation

POST NO: ICT7

RESPONSIBLE TO: Business Planning and Performance Manager

VARIATIONS TO STANDARD CONDITIONS OF SERVICE:

This is a description of the job as it is constituted at the date shown below. It is the practice of this Authority to periodically examine employees' job descriptions and to update them to ensure that they relate to the job as then being performed, or to incorporate whatever changes are being proposed. This procedure is jointly conducted by each manager in consultation with those working directly to them. You will therefore be expected to participate fully in such discussions. It is the Authority's aim to reach agreement to reasonable changes, but if agreement is not possible management reserves the right to insist on changes to your job description after consultation with you.

CAR ALLOWANCE: Casual

DATE ISSUED: Reviewed February 2026

JOB PURPOSE:

To provide system admin support to ensure the day-to-day management of the Council's website, CXM, intranet and other digital systems. You will work with colleagues to ensure an excellent digital presence which will enable our customers to access our services online.

Under our hybrid/agile working policy, you will be required to work from our offices based in Market Harborough or at other locations, as well as being able to work from home.

JOB ACCOUNTABILITIES:

1. To manage the system administration of the Council's Content Management System (CMS) for web & intranet publishing, monitoring systems etc. To assist team members and other users in the development of content pages for service information and transactions.
2. To identify and support the implementation of web-based solutions and where possible ensure they support the wide variety of back-end systems such as CXM and payment systems.

3. To source, analyse, rationalise and aggregate information and processes which can be published or undertaken electronically as part of the Council's commitment to Government initiatives and efficient service delivery.
4. To assist in the creation of detailed technical design specifications. The post holder will also be responsible for providing third-line support for existing applications, when required, to assist managers in establishing processes to deliver their services electronically.
5. To keep up to date with new developments in electronic service delivery and the local government environment and to undertake/implement projects within the Council or with partner agencies as appropriate.
6. To identify information and processes used in the Council that can be undertaken electronically. Assess the practicality of implementing electronic delivery of information.
7. To implement, develop, upgrade, patch, monitor and maintain the Council's key corporate systems such as Netcall, Jadu and Intranet. Ensuring these systems remain supported by their vendors (and application suppliers), are secure & resilient and perform as required.
8. Support the implementation of service integrations, where required, to meet business need. Ensure solutions which are delivered exceed customer expectations and are within budget and timeline constraints.
9. To utilise business process mapping and analysis techniques to identify business efficiencies and enable customers to access more online services using the Jadu and Netcall technologies and any other Council systems.
10. To ensure compliance with all Council policies and statutory requirements and guidance in relation to Equality and Diversity, Equal Opportunities, Health and Safety, Safeguarding and Communication and involvement policies. To uphold and display the Council's behaviour competency framework to at least level 2.
11. As a term of employment the post-holder may be required to undertake other such duties as may reasonably be required of you in the post and department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments at any of the Authority's establishments.

HEALTH AND SAFETY:

1. To be familiar with and at all times comply with:
 - the Council's general health and safety policy
 - the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and
 - local department specific health and safety procedures as amended or added to from time to time.
2. To report any unsafe practice, accident, incident, dangerous occurrence or hazard found during the course of your work to your line manager for action.
3. To take reasonable care for the health and safety of yourself and of other persons who may be affected by your acts or omissions at work. To maintain Personal Protective Equipment and to report any PPE that is defective.

4. To co-operate with all staff and members of the authority so far as is necessary to enable all health and safety requirements to be performed or complied with.
5. To ensure anything provided in the interests of health, safety or welfare is not intentionally or recklessly interfered with or misused.

Harborough District Council – Person Specification

JOB TITLE:	Digital Support and Development Officer				
TEAM:	Transformation				
POST NO:	ICT7	GRADE:	5	WEEKLY HOURS:	37
ALLOWANCE:	Casual Car user				
CONTRACT TYPE:	Permanent				

TYPE OF CRITERIA	ESSENTIAL REQUIREMENTS: Minimum requirements for the successful completion of the job	ASSESSMENT A / I / T / E	DESIRABLE REQUIREMENTS: Elements that contribute to improved / immediate performance in the job	ASSESSMENT A / I / T / E
QUALIFICATIONS	GCSE English, Mathematics Grade C/4 or above.	A E	Project Management Qualification	A E
			Jadu CMS Website development trained	A E
	Liberty Spark & Docusign	A E	Netcall CXM Assessment level 1 to 3	A E
			Liberty Spark	AE
			Docusign	AE

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EXPERIENCE	Experience in process and content management	A I	Business analysis experience	A E
	Experience of successfully delivering on-line solutions to enable digital services for customers	A I	Delivering in-house training	A E
	Experience in publishing information electronically and monitoring information/ systems	A I	Experience of writing basic coding	A
	Experienced in dealing with people at all levels	A I	Demonstrable experience of working inside project management frameworks such as waterfall and agile	A E
	Highly customer focused, excellent technical and communication skills to ensure a high degree of customer satisfaction	A I T	Experience of being part of team to deliver ICT related projects	A E
	Enthusiastic about technology and working in a challenging fast-paced environment, a confident team player, as well as working on your own initiative	A I		
KNOWLEDGE	In-depth understanding and knowledge of the different delivery channels for publishing information and implementing digital solutions	A I	Working in partnership to deliver digital solutions using different systems	A E
	Excellent knowledge of the web, web development and modern web standards.	A I	A working knowledge of: <ul style="list-style-type: none"> • Jadu CMS experience • Netcall • Internet mapping/GIS systems • Delivering in-house training 	A E
	Consistently keeping abreast of existing, new and emerging technologies to enable the delivery of on-line solutions	A		

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SKILLS	Excellent skills in delivering on-line solutions to enable customers to self-serve	A I	Working in partnership to deliver digital solutions using different systems	A
	Working to and delivering IT projects within timescale whilst managing competing deadlines	A I	Working with third party providers to deliver digital solutions.	A
	Strong communication and presentation skills	A I		
	Able to demonstrate skills and understanding of the following: <ul style="list-style-type: none"> • Customer Relationship Management (CRM) systems • Content Management System (CMS) • HTML and CSS • Web accessibility requirements (WCAG 2.0) and web standards • Microsoft Office / MS Teams • Creating and editing digital content • Using analytic software systems such as Google Analytics and interpreting the data to make any required improvements 	A I		
	Ability to discuss technical requirements with non-technical content managers and prioritise development activities	A I		
	Positive attitude to solving problems and proven skills in interpreting statistic data.	A T		

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OTHER	Flexible approach to working hours – as evening work is required from time to time.	A I		
	When required, travel to meetings or other organisations	A I		

Assessment Legend:	A = Application	I = Interview	T = Test or Assessment	E = Evidence (e.g. certificate)
N.B. Where more than one assessment stage is indicated against a criteria, that criteria must be demonstrated at both stages				