



Job Description

This job description has been designed to indicate the general nature and level of work required of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list, and the line manager may vary duties from time to time which do not change the general character of the job, or the level of responsibility entailed.

Post Details	
Job Title	Digital Innovation Analyst
Service	CEO Office
Team	DDaT
Location	Shute End
Reports to	Team Manager - Digital Delivery
Responsible for	TBC
Grade	8
Contract Type	FTC 18 months (TBC)
Hours	Full Time/part time

Main Accountabilities	
1.	Act as a key liaison between Digital Innovation and service areas, ensuring requirements are clearly gathered, prioritised, and communicated, while keeping stakeholders informed, engaged, and aligned with team objectives.
2.	Responsible for analysing service and change requests, applying technical and analytical expertise to recommend suitable digital solutions, and following formal processes to schedule approved changes for development.
3.	Responsible for providing ongoing technical support and troubleshooting for deployed digital systems and processes, responding to user inquiries, resolving issues, and maintaining clear and up-to-date documentation.
4.	Collaborate with business change colleagues to ensure requirements are accurately captured, clearly understood, and effectively translated into digital solutions that maximise identified benefits.
5.	Responsible for ensuring the benefits of the digital improvements are thoroughly documented, tracked, and communicated to identify opportunities for broader impact across the council.
6.	Work collaboratively with colleagues across the council, demonstrating strong communication and stakeholder engagement skill.
7.	Stay updated with industry trends, emerging technologies, and best practices in digital innovation. Proactively identify opportunities to enhance digital capabilities, streamline processes, and foster a culture of innovation.





8.	Collaborate with developers and system testers to identify, investigate, and resolve system errors, bugs, and performance issues within digital platforms.
9.	Undertake any other duties that are appropriate to the level and responsibilities of the role.

Person Specification	Essential	Desirable
Education/Qualifications	Business Analysis qualification or able to demonstrate equivalent knowledge, skills and aptitude.	Knowledge of local government and particularly transformational Government and efficiency agenda.
	Educated to degree level (or be able to demonstrate experience/equivalent knowledge, skills and aptitude).	
Technical Skills	Ability to translate business requirements into technical specifications.	
	Strong analytical and problem-solving skills.	
	Ability to understand how digital systems and platforms work and how they support council services.	
	Experience working with digital platforms or business systems, with a good understanding of how they enable service delivery.	
	Proven ability in supporting or analysing digital systems or similar technology solutions.	
	Computer literate including experience of using IT systems and Microsoft Office software (e.g. Word, Excel, Outlook, & Visio).	
Knowledge & Experience	Experience working within Agile or structured project/change management frameworks.	
	Strong relationship-building skills across teams, with the ability to manage expectations and support services through change.	
	Experience analysing business processes and turning them into clear system requirements.	
	Ability to produce clear, concise documentation and explain technical	





	information in a straightforward, easy-to-understand way.	
	Confident in running workshops, meetings, and discussions to gather information.	
	Understanding of business engagement to support the introduction of new processes.	
	Proven experience of liaising with stakeholders at all levels.	
	Experience working with multidisciplinary digital teams (developers, testers, service leads).	

Purpose Details

Service Purpose	To support and champion digital systems and innovations that enable the organisation to deliver efficient, user-focused, and digitally enabled services. Working in partnership with service areas to redesign processes, drive continuous improvement, and advance digital transformation resulting in greater operational efficiency and improved outcomes for our residents.
Role Purpose	<p>This role will play a key part in enhancing how council services are delivered through digital systems and technology. Working closely with service areas, developers, and project teams, the post holder will help design and deliver digital innovations that improve efficiency, support digital transformation, and enhance the customer experience.</p> <p>In this position, you will analyse service requirements, support the development and optimisation of digital solutions, and provide technical insight, troubleshooting, and ongoing guidance to ensure our digital systems continue to operate effectively and evolve in line with organisational priorities.</p>

Supervision and Relationships

Supervision Received	This post reports to the System, Project/programme, and Service line Manager and will receive strategic direction and general guidance.
Supervision Given	Management of teams as required to deliver role. No line management responsibilities.
Contacts	This post will interact with stakeholders at all levels in the organisation.

Resources/Budget Management

None





Special Requirements

None

Occupational Health Risk Assessment

Details

Skin/Respiratory Sensitisers

N

Working at Height

N

Exposure to Noise (>80-85dB)

N

Confined Spaces

N

Frequent Display Screen Equipment Use

N

Driving for Work

N

Hand Arm Vibration

N

Lone Working

N

Healthcare/Social Contact with Patients

N

Blood Borne Viruses Exposure

N

Food Handling

N

Working with Animals

N

Specialised Medical Screening

N

Night Working

N

Safety Critical Work

N

Nature of the Role

Details

Healthcare or Hospital Work

N

Working with Children (under 18)

N

Working with Elderly/Disabled Adults

N

Work Environment Details

Shute End Office.

Role Involvement

Details

Working with Children

N

Working with Vulnerable Adults

N





Both of the Above	N
Providing Care/Supervision for Children	N
Providing Care/Supervision for Vulnerable Adults	N
Both of the Above	N
None of the Above	N

Disclosure and Barring Service (DBS)		Details
DBS Requirement	None	
Eligibility Tool	Find out which DBS check is right for your employee - GOV.UK (Find out which DBS check is right for your employee - GOV.UK)	

Re-checks
None

Evaluation Declaration	
Date of Evaluation:	March 2026
Evaluated by:	HR Team

