JOB DESCRIPTION AND PERSON SPECIFICATION

Job Title: Digital, Data and Technology Officer	**Directorate:** Resources
Function: Delivery & Performance	**Reporting to:** Head of Digital, Data and Technology
Grade: 7	**Hours per Week:** 37
Salary Band: £37,563 - £42,123	**Number of Employees Reporting to Post:** 0
Special Conditions: This role may occasionally require travel across the Cardiff Capital Region and to partner or other relevant locations.	**Location of Post:** Hybrid: Sbarc/Spark, coupled with home working.

Join us in shaping the digital future of the Cardiff Capital Region

Cardiff Capital Region (CCR) is driving innovation and collaboration across South East Wales, helping our communities and economy thrive through smarter use of data, digital technology and partnership work.

We're looking for a talented and motivated Digital, Data and Technology Officer to help us design, build and support digital solutions that make a real difference.

About the role

Working alongside our Head of Digital, Data and Technology, you'll play a key part in developing and maintaining systems predominantly built on Microsoft Power Platform.

You'll help colleagues across CCR streamline processes, improve data quality and gain valuable insights from information. The role is hands-on, varied and rewarding. You'll be involved in developing Power Apps, automating workflows, building and maintaining reports and dashboards, supporting digital adoption and managing IT assets.

You'll also help build confidence in digital tools by creating clear documentation, process guides and knowledge-hub content. This will ensure everyone across the organisation can benefit from the solutions you support.

Principal Duties and Responsibilities:

- Support the development, maintenance and enhancement of digital solutions built using the Microsoft Power Platform, including Power Apps, Power Automate and Power BI.
- Assist in the design and delivery of new digital tools that improve business efficiency, automate processes and enhance user experience.
- Develop and maintain Power BI reports and dashboards to support data analysis, performance monitoring and data-driven decision-making.
- Contribute to the collection, organisation and quality assurance of data across systems, helping to improve data integrity, consistency and accessibility.

- Support digital adoption by developing and delivering training materials, guidance documents and knowledge-hub content to build confidence and capability across the organisation.
- Collaborate with colleagues and external partners to identify opportunities for digital innovation, efficiency and improvement.
- Contribute to project documentation, testing, and change control processes to ensure consistent and well-governed delivery.
- Support the management and administration of SharePoint sites, ensuring effective document management, permissions control and user access.
- Provide day-to-day technical and user support for digital systems and devices, including troubleshooting and escalating issues where required.
- Assist with IT asset management, including maintaining inventories and supporting the lifecycle management of hardware and software.
- Undertake any other duties commensurate with the role to support the wider objectives of the Digital and Data Solutions function.
- Build and maintain professional relationships through clear communication, active listening and the ability to provide and receive feedback constructively.
- The post holder will demonstrate and champion CCR values and behaviours with both internal and external stakeholders. Our core values and behaviours guide our decisions, shape our culture, and set expectations for every colleague.

Corporate Requirements

- To participate actively in supporting the principles and practice of equality of opportunity as stated in the CCR's Equal Opportunities Policy.
- To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
- As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.
- Although you will be provided with a base, you will be required to work from various locations in accordance with the needs of the role.

Date Completed:	**Agreed by:**
Date Received by Postholder:	**Signature of Postholder:**

PERSON SPECIFICATION

Job Title: Digital, Data and Technology Officer

THE PERSON APPOINTED MUST MEET THE FOLLOWING REQUIREMENTS

Area to be Demonstrated	Essential Requirements YOU MUST DEMONSTRATE THAT YOU MEET THESE REQUIREMENTS	Desirable Requirements YOU DO NOT HAVE TO MEET THESE REQUIREMENTS, BUT IF YOU DO, PLEASE TELL US	How Assessed Application Form or Interview or Both
Education and Training	• Relevant experience and demonstrable technical competence in digital, data or IT disciplines, gained through work-based practice and/or formal study. • Evidence of continuing professional development within digital, data or IT-related areas.	• Microsoft certification(s) in Power Platform, Fabric or other related technologies. • Formal training in project management, data analysis or business process improvement (for example, PRINCE2, Agile or Lean). • Ability to communicate in Welsh, or a commitment to develop Welsh language skills.	Application Form, Interview and Certification
Experience / Knowledge	• Experience in supporting or developing solutions using the Microsoft Power Platform, including Power Apps, Power Automate and Power BI. • Proficiency in using Power Fx and DAX for application logic and data modelling. • Strong process-mapping and analytical skills, with the ability to understand and improve business workflows. • Knowledge of SharePoint administration and effective document-management practices. • Experience in managing or maintaining data, systems or digital tools. • Understanding of data governance, data quality and information security	• Experience working within a multi-stakeholder environment. • Knowledge of the Microsoft 365 ecosystem and its integrations. • Experience with Microsoft Fabric, data modelling or other analytical tools. • Awareness of cloud technologies and digital-transformation initiatives.	Application Form and Interview

	principles. • Experience providing end-user support and troubleshooting technical issues. • Understanding of digital adoption principles and user-engagement approaches.		
Skills and Abilities	• Ability to design and build Power BI reports, Power Apps and automated workflows. • Strong problem-solving and analytical skills. • Excellent communication skills, both written and verbal, with the ability to explain complex or technical concepts in plain English. • Proven ability to build effective relationships and engage with a wide range of stakeholders across all levels of the organisation. • Ability to develop and maintain clear guidance materials, training content and “how-to” resources to support digital adoption. • Strong interpersonal skills with the confidence to influence, advise and support colleagues in adopting digital tools. • Ability to manage multiple priorities and deliver high-quality outcomes to deadlines. • Competence in the use of Microsoft 365 applications, including Excel, Teams and SharePoint.	• Ability to engage non-technical audiences in digital and data improvement initiatives. • Skills in facilitation or user experience (UX) design. • Experience in designing or maintaining a knowledge hub, intranet or digital support portal.	Application Form, Practical Exercise and Interview

Personal Attributes	• Proactive, adaptable and able to work independently or as part of a small team. • Collaborative and supportive approach to working with colleagues and partners. • Willing to engage with new ideas and look for ways to make them work in practice. • Strong attention to detail and a commitment to quality. • Enthusiastic about learning new technologies and improving services. • Excellent team player within a multi-disciplinary environment. • Committed to promoting digital confidence and inclusion across the organisation.	• Experience of operating successfully within a multi-stakeholder environment and developing effective partnerships. • Creative thinker who can identify and propose innovative digital solutions. • Interest in the wider digital and data agenda within local or regional government. • Curious about emerging and future technologies, such as artificial intelligence and data innovation, and their potential to improve public services.	Application Form and Interview
Special Circumstances	• Ability to travel occasionally across the Cardiff Capital Region and to partner or other relevant locations as required. • Willingness to work flexibly to meet business needs.	• A full UK driving license and access to a vehicle would be advantageous	Application Form and Interview