



Job Description: Adviser – Digital People and Culture

Reports to: Programme Manager – Cyber, Digital and Technology

Directorate: Strategy and Policy

Grade: Grade 5

Job Purpose: To work as part of the LGA's Cyber, Digital and Technology team by contributing to the development and dissemination of tools, guidance and other resources to support councils with designing and delivering modern digital public services.

Core Accountabilities:

1. As a member of the Programme, contribute to the delivery of assigned projects within resource and budget allocations that deliver the LGA's Business Plan and help councils meet their challenges and priority outcomes.
2. Contribute to the development of networks and partnerships that are of value to the LGA and work to maintain a positive reputation for the LGA with local authorities, central government, partners and stakeholders.
3. Arrange meetings and produce papers and follow up actions as required.
4. Work as part of a team, contributing towards a culture of flexible and collaborative team working to ensure that the LGA meets its business objectives and responds effectively to new or changing requirements.
5. Model the LGA's values and work in accordance with health and safety, equalities, diversity and inclusion, and environmental policies.
6. Undertake any other duties and responsibilities appropriate to the post.

Specific Accountabilities:

1. Support the Programme Manager in promoting, developing, coordinating and evaluating relevant improvement offers to ensure the Programme delivers on its purpose.
2. Take responsibility in delivering key strands of the Programme and ensure quality assurance in all aspects of delivery.
3. Develop and maintain positive relationships with councils to understand their priorities and needs, and to inform the delivery of improvement support.
4. Undertake intelligence-gathering and horizon-scanning to ensure the Programme responds to relevant issues and trends, continuously improves, and is able to conduct future planning.
5. Collect and promote good practice from councils and across the wider public sector to promote learning, innovation and collaboration.
6. Support the commissioning and management of external suppliers to ensure projects are delivered on time, within budget and meet quality standards.
7. Work closely with suppliers in the development, delivery and reporting of work delivered as part of the Programme and ensure timely feedback on issues.

Post number:

8. Represent the LGA at meetings to promote the team's work, gather intelligence and identify appropriate opportunities for the Programme.
9. Create tools, guidance and other resources to meet the needs of our Programme informed by sector feedback, DLUHC priorities and wider government delivery objectives.
10. Develop and operate communications, knowledge transfer and information exchange to ensure the Programme and its stakeholders are well-informed and able to share good practice.
11. Support the timely collection and dissemination of appropriate information to monitor the progress and impact of Programme deliverables.
12. Ensure high standards of professionalism to enhance the reputation of the Programme.
13. Ensure that the LGA's wider productivity work supports and informs improvement across a range of councils' services in line with the LGA's priorities.

Relevant Contacts:

- Local Authorities (incl. senior officers and portfolio holders and other lead members)
- Central government/civil servants
- Local government membership organisations
- Professional networks and bodies
- Sector and subject matter experts
- Other – as appropriate

LGA:

- LGA board members
- LGA office holders
- LGA partner organisations
- Programme heads
- LGA strategic managers

Person Specification: Adviser – Digital**Qualifications**

Educated to degree level or equivalent.

Knowledge and Experience

- A broad understanding of local and/or central government and how they work.
- A demonstrable interest in digitalisation, and the workings of government.
- Experience of managing a complex workload (meeting deadlines and milestones).
- Experience of using facilitation tools and techniques.
- Experience of using project management approaches across multiple projects.
- Experience of gathering information and compiling clear, comprehensive and accurate summaries.
- Experience in organising meetings and events.
- Experience leading meetings with partners and stakeholders.
- Experience with functions such as finance, procurement and customer insight.

Skills and Abilities

- Excellent written skills.

- Excellent oral and influencing skills, with the ability to give clear advice on procedural issues.
- Political sensitivity, with the ability to exercise discretion, judgement and confidentiality when dealing with officials and politicians at every level, and to always demonstrate political neutrality.
- Good interpersonal skills, with the ability to deal with councils, clients and colleagues with courtesy, tact and sensitivity.
- Excellent organisational skills, with the ability to prioritise work to meet deadlines, and a concern for order and accuracy.
- Excellent IT skills, including Word, Excel and PowerPoint with the ability quickly to learn new packages as required.
- Ability to work as part of a team and to support others.
- Flexible approach to work, with a keenness to adapt to meet changing work requirements.
- A positive 'can do' attitude.