

Job Description

Job Title	Integration Officer
Directorate	Strategy and Change
Service Area	ICT & Digital
Grade	6
Competency Level	1
Salary	£35,412 - £39,862
Job Type	Hybrid
Location	Cundard Building
Disclosure and barring service (DBS)	Not applicable
Job Evaluation Ref No	A10017

Job Purpose

The Integration SMEs will own and manage a set of the ERP interfaces in scope for the ERP programme. They will be responsible for setting the requirements, overseeing the build with the SI and effectively testing these. They will upskill through the programme to be able to manage the ongoing maintenance of these interfaces post go-live into BAU. You will support the effective and efficient delivery of the service to ensure that SLA is met with the customer.

Directly Responsible For:

Not applicable

Directly Responsible To:

Integration Lead

Main Areas of Responsibility:

- Engage LCC functional colleagues to understand the business requirements for the in-scope integrations
- Develop the functional & technical integration design specifications to inform the SI build
- Manage the end-to-end testing of integrations
- Work with the SI to upskill ready to take over integration management post go-live

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

Physical Demands of the Job:

- You will be required to sit stationary and use a computer for a sustained period of time

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally.
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency **level 1**.

[The competency framework can be found here.](#)

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Microsoft Associate or expert qualifications or equivalent experience (A/I)
- Experience building and managing interfaces using common integration platforms (A/I)
- Understanding of the current LCC technology landscape (A/I)
- Understanding of HR, Payroll, Finance & Procurement processes (A/I)
- Ability to translate business requirements into integration specifications (A/I)
- Appropriate ICT engineering/service experience in complex ICT operations and environments (A/I)
- Understanding/work in complex technologies which may include one of or a combination of applications, database or infrastructure (A/I)
- Proven track record of implementation of technical strategy and resultant change (A/I)
- Proven track record of successful delivery of complex projects and architectures (A/I)

Desirable

- Problem diagnosis and resolution liaising with technical manager, peers, suppliers and customer/developer groups where appropriate
- Producing/maintaining documentation to professional quality standards including business cases and technical Implementation specifications

Skills/Abilities

Essential

- Excellent verbal and written communication (A/I)
- Familiarity with public sector policies, including safeguarding and equality frameworks (A/I)
- Problem analysis, making quick decisions to restore service and develop tactical and strategic recommendations that may involve redesign to provide long-term solutions (A/I)
- Ability to think strategically and system integration experience(A/I)
- Understands the impact of technical issues and works with the customer to develop an understanding of the most appropriate technical solution to meet the business need (A/I)

Desirable

- Appreciation of business architecture, can anticipate patterns and links, looking beyond the immediate problem to the wider implications and can generate new and innovative solutions to complex problems

Commitment

Essential

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council (A/I)