



**Cumberland
Council**

Post Specification

Date	December 2023
Post Group Number	7201
Post Title	Intelligent Automation Officer
Job Family	Organisational Support
Job Family Role Profile	OS11
Final Grade	Grade 11

To be read in conjunction with the job family role profile

Service Area description

The Intelligent Automation team sits within the Digital and Innovation team to provide proactive and effective digital working solutions across directorates and service areas to generate buy in and realise opportunities.

Purpose of this post

- Responsible for developing automation and BPR (Business Process Redesign) solutions using a variety of methods in support of automation initiatives.
- Collaborate across the organisation in design, development, testing and maintenance of automation projects across service areas.

Key job specific accountabilities

1. Work as part of a team to design, develop and deploy automations and BPR within appropriate processes across a wide range of Council service areas
2. Analyse business processes to identify suitable opportunities for automation.
3. Undertake process reviews to ensure processes are streamlined and re-engineered, where appropriate, to enhance their suitability for automation.
4. Collate structured data, document requirements and conduct process mapping to assist with assessment, planning and development.
5. Optimise the use of process automation software to ensure maximum benefit is obtained following automation best practices and design principles.
6. Undertake and complete automation training and development with a minimum of completing Blue Prism Foundation training.
7. Responsible for automation documentation such as process design documentation (PDD), test cases, test plan, test results, operational manuals, user guides and other artefacts
8. Responsible for migration of the automated processes into the production environment.

Responsible for managing the live automated processes providing service areas support for their digital workers as needed.

Please note annual targets will be discussed during the appraisal process	
Key facts and figures of the post	
Budget Responsibilities	•
Staff Management Responsibilities	•
Other	•
Essential Criteria - Qualifications, knowledge, experience and expertise	
• NVQ4, degree, or equivalent level qualification, or equivalent demonstrable experience. • A working knowledge of current business processes and the ability to understand new business processes • Solid end user computing skills e.g. proficient in Microsoft Excel • Highly analytical, creative problem solver that right-sizes effort to business need • Ability to quickly assess automation opportunities as well as envision appropriate automation solution paths • Excellent end-to-end systems thinker, planner, and integrator, with high attention to detail • Ability to work as a part of a team and committed to quality, process, outcomes, and building solid relationships • Solid self-direction and initiative; willingness to take ownership • Excellent written and verbal communication and technical writing skills • Highly effective presentation skills Excellent organisational skills, with the ability to prioritise multiple concurrent tasks in a fast-paced environment	
Disclosure and Barring Service – DBS Checks	
• This post does not require a DBS check.	
Job working circumstances	
Emotional Demands	none
Physical Demands	none
Working Conditions	none
Other Factors	
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