

Job Profile

Job Title: Senior Business Solutions Engineer

Job Grade: Level 4, Zone 2

About Camden

'Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study and visit. Because we're not just home to the UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) department, our Technology Service provides secure, innovative, efficient, and scalable technology solutions and the overall service delivery wrap that empowers our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

About the Team:

The Technology Adoption Team is a dynamic, cross-disciplinary team built with the purpose of fostering a pro-active digital learning culture while working with our users to solve the business problems of today using our growing productivity toolset.

We relish solving business problems alongside our users, supporting colleagues in finding new and exciting ways to work effectively in

Camden's hybrid digital world of work. We develop solutions that work, with our users alongside every step of the way, building their confidence with technology through everything we do. We're always curious, love to experiment and test the latest updates across our cloud-productivity toolset to ensure we're delivering the best value to our users and the citizens of Camden.

About the Role:

This role supports the development, deployment and use of our productivity and low-code automation tools within our departments and teams, while supporting a community of low-code builders. You'll work closely with our users to recommend and develop Power Platform solutions that will support their daily work, using a passion for solving problems, experimenting, and tackling the challenges our business faces.

The role will implement effective governance, technical support and testing for our tools. Using data insights and user engagement to develop a sustainable environment that promotes adoption and experimentation.

The main duties for this role are:

Take charge of building low-code solutions for some of the biggest problems in the organisation, from the initial stage to the final stage of creating, testing and deploying Power App and Automate solutions. Applying our low-code design framework from the start to the end to enhance business performance.

- Manage the pipeline of requests that come to the business solutions team, leading and facilitating discovery sessions to evaluate and prioritise incoming work with the Business Solutions lead.
- Collaborating with department Heads of Services and team leaders to comprehend their business needs, and leading dedicated engagement activity across the business. This includes workshops, requirements gathering and other business analysts activities to identify the low-code needs.
- Use a consistent method to map out possible solutions, choose the best one and create prototypes in low-code technology after collecting the requirements.
- Showcase these new designs/prototypes to get user feedback, often to senior management. Run focused and controlled feedback sessions to improve the solution and make sure it solves organisational problems.
- Test the solution with users, documenting all testing and all information about the developed solution in our knowledge base. Create an organisation wide catalogue of low-code solutions that are categorised by different support levels based on their complexity.
- Hand over the low-code solutions to identified business leads, who will take over the BaU operation of the solutions across the organisation. Provide training and guidance documentation to help the business leads maintain the daily running of the solutions, where appropriate.

Monitor and assess the catalogue of low-code solutions regularly, and deal with operational support issues when they come up. This includes managing the governance of our low-code solutions in collaboration with other team members.

- Manage the licensing related to Power Platform and support the analysis of the license state of the wider organisations for the use of productivity and low-code automation tools, keeping assignment against our organisation personas.
- Including responsibility for a budget of 10k-15k for PowerPlatform – to grow in line with PowerPlatform use across the organisation.
- Manage the investigation and resolution of operational issues and problems related to productivity tools and low-code automations that are escalated.
- Keeping track of all the low-code solutions that exist, are being used, or are being developed in the organisation, and making sure they match the business needs and strategic goals.
- Setting and enforcing quality standards, best practices, and governance rules for low-code solutions, and making sure they follow security, privacy, and accessibility requirements.
- Giving guidance, support, and feedback to low-code builders and users on how to create, test, deploy, and maintain low-code solutions, and making sure they are consistent and dependable across the catalogue.
- Assessing and suggesting new features, tools, and platforms for low-code development, and keeping up with the latest developments and innovations in the field.
- Working with other IT teams, business units, and external partners to find opportunities, challenges, and gaps in the low-code area, and offering creative and scalable solutions using the power platform tools.

Leading the development of a community of low-code builders across the organisation that support low-code solutions and actively identify and build solutions at a distance from the Business Solutions team but with best practice guidance.

- Creating and maintaining a vibrant low-code community of practice that fosters collaboration, knowledge sharing, and innovation among 5000+ staff across the organisation.
- Designing and delivering engaging and interactive training sessions, webinars, workshops, and resources to upskill and empower staff to create their own low-code solutions using the power platform tools.
- Monitoring and communicating the latest updates, changes, and best practices on the power platform tools and ensuring the community is aware of the impact and benefits of new features and functionalities.

- Developing and maintaining documentation, standards, and guidelines for low-code development and governance to ensure quality, security, and compliance of the solutions built by the community.
- Creating and Implementing a communication framework to support the organisation and its community of builders with updates and changes.

Lead cross-department and cross organisational teams to solve large organisational problems through low-code technology. While providing consultancy technical guidance and support to priority projects where low-code technology plays a part in a wider solutions.

- Work actively with teams from different departments and disciplines, planning, managing, coordinating, and performing activities to drive ongoing improvement.
- Build and sustain effective relationships with key stakeholders and business partners across the organisation to understand the opportunities and challenges for low-code solutions.
- Provide expert advice on where low-code technology is most suitable and where it is not, being able to evaluate where the technology can contribute not detract from project goals.
- Working with other technology teams to integrate any solutions built, from the physical hardware such as tablets and terminals, to our data team for connections to other business applications where low-code can act as a link. Managing these connections and relationships to ensure a finished product that works for end users.

Core skills to achieve these responsibilities include:

- Strong problem-solving ability, able to test, change and manipulate to get to an anticipated result.
- Ability to map out appropriate and suitable testing matrix's, evaluating results and suggesting actions.
- Ability to work closely with and establish positive relationships with stakeholders.
- Ability to manipulate and interpret data analytics to develop insight and tangible actions.
- Ability to understand, analyse and assess information with report writing, communication and presentation skills.
- You will naturally support, ~~and learn, from~~ the people around you, always looking to do things better.
- An active curiosity and desire to experiment and learn new tools and expanding functionality.

Desirable skills include:

Experience working in a modern agile delivery environment (Scrum, Kanban etc)

Requirements gathering workshop and business analysis experience

Experience of GitHub / pipelines

Strong understanding of 365 licencing for power platform products

Technical knowledge and experience:

- BSc in relevant discipline, or equivalent industry experience.
- 2 years development experience in Power Apps, Powerautomate and PowerBi
- Microsoft Power Platform certifications – especially Developer (PL400)
- Experience researching and using PowerShell.
- Dataverse knowledge
- Familiar with support of specific business functions or processes including an understanding of the DevOps approach where development and operational staff work together.
- Aware of the business environment relating to closely associated organisations, including suppliers, partners and other public sector organisations.
- Aware of the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.

Work Environment:

This is a hybrid role, and the post holder is expected to demonstrate the power of digital tools to work in a hybrid way. This is to be balanced alongside effectively collaborating with colleagues in our offices.

The post-holder will be required to work in an 'agile' way in line with Camden's move to a paperless and flexible work environment.

People management responsibilities

- No line management responsibilities.

Relationships

- This post reports to the Lead Business Solutions Engineer.
- You will work across the Technology Adoption Team, working closely with the team to coordinate activity.
- Liaise with wider systems development staff or software suppliers on the development of system enhancements.
- Key internal relationships that will need development include, but are not limited to - User Experience, User Access, IT Service Desk.

Over to you

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine our corporate services, and we'll redefine what a career can be.

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden, we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square, London, N1C 4AG.