### Job Description

**Job title: GLA OPS Officer**

**Grade: 8 Post number:**

**Directorate: Housing & Land**

**Unit: GLA OPS Team**

**Job Purpose**

The GLA OPS Officer will be responsible for maintaining the day-to-day OPS service, liaising with key stakeholders across the GLA and its external partners. Working as an integral part of the OPS Delivery Team, they will build an in depth understanding of the OPS system, including its underlying architecture, vision, functions, interfaces and features and how it is used to deliver the Mayor’s priorities across London. They will interface with users across the Authority and its delivery partners to maximise delivery. They will ensure that regular business tasks are completed and that users are kept at the forefront of any new development work. The GLA OPS Officer will aid the discovery process and undertake analysis of requirements and solutions as needed. They will also assist in project template creation, utilising JavaScript Object Notification (JSON).

**Principal Accountabilities**

1. Support the GLA OPS team in delivering and managing the GLA OPS system. You will work closely with the GLA OPS team which includes the Product Owner (PO) the Corporate Project Manager (CPM) and an external IT supplier, comprising of a development team and a managed service team.
2. Accountable for efficiently and effectively managing the GLA OPS inbox for all internal and external GLA OPS users. This will include ensuring that queries are responded to promptly and efficiently within the set service standard.
3. Accountable for managing the OPS registration process, including providing advice and assistance to GLA teams who are new to OPS and ensuring the process remains compliant with GLA policies and audit requirements.
4. Build and maintain specialist knowledge of template creation and management. This will utilise use of JavaScript Object Notification (JSON). You will work closely with teams across the GLA to understand their initial requirements, draft templates within OPS (using JSON) to better understand initial gaps in meeting the needs for new programmes and initiatives.
5. Work with the IT supplier to provide additional usability and regression testing of new features as directed by the PO or CPM. This will involve working in OPS and understanding and interrogating new features as they are developed.
6. Responsible for triaging bugs and defects in OPS. This will involve investigating, replicating and documenting system bugs, finding possible solutions, and then raising with the managed service team as required. This will require building up a robust knowledge of OPS, keeping abreast of current development and other possible linked bugs and defects.
7. Responsible for maintaining a log of user feedback and suggested enhancements, and presenting feedback to the Delivery Team. You will create ‘user stories’ using the gherkin format for agreed enhancements detailing the technical requirements and the conditions of acceptance to allow the development team to take these enhancements forward and develop into OPS. You will notify users of progress of their enhancement tactfully to ensure we maintain user buy in. Throughout, you will ensure that the Agile methodology and principles are followed, and that OPS design principles are adhered to.
8. Support the Business Analyst with requirements gathering, running workshops and thinking creatively to find good workable solutions for OPS.
9. Responsible for drafting new system guidance to ensure that users have any required information on how to best use GLA OPS. This will involve both updating existing guidance to reflect enhancements, and creating new guidance from scratch for new features developed. Both internal and external guidance is required, and you will be responsible for ensuring the tone and content is appropriate for the intended user.
10. Responsible for creating and updating video guidance for GLA OPS. These users video guides are used by both internal and external OPS users, and will need to be appropriate for new users and experienced users. You will have to ensure that the both the video and the audio correctly reflect use of the feature being described.
11. Responsible for providing one to one and group training for GLA OPS users, including both internal and external users. When running external training, you will be representing both the GLA and the OPS team, and therefore content and delivery must be professional and accurate.
12. Responsible for administrative tasks such as minute taking, setting up discovery workshops, ensuring these sessions have the required equipment and maintaining the GLA OPS information board.
13. Assist in the completion of ongoing business tasks within the GLA OPS system.
14. Realise the benefits of a flexible approach to work in undertaking the duties and responsibilities of this job, and participating in multi-disciplinary, cross-department and cross-organisational groups and project teams.
15. Realise the benefits of London’s diversity by promoting and enabling equality of opportunities, and promoting the diverse needs and aspirations of London’s communities.

**Accountable to:** GLA OPS Corporate Project Manager

**Technical requirements/experience/qualifications**

1. Appropriate degree level qualification or equivalent and/ or demonstrable ability and experience of project support or administration.
2. Comfortable with using project management tools such as JIRA, and ability to demonstrate aptitude to learn new tools and processes such as JSON, various reporting tools and develop and maintain a robust knowledge of the OPS system.
3. Experience of working in a project environment, preferably with an agile methodology, and an understanding of the agile principles.
4. Experience of working in a fast-paced environment with conflicting priorities.
5. Experience of documenting processes, writing reports/guidance and maintaining filing systems.
6. Well-developed IT skills including Microsoft Outlook, Word, Excel and Power Point.
7. Strong problem-solving skills with a focused attention to detail, accuracy, and quality of end-results.

**Behavioural Competencies**

#### Building and Managing Relationships

#### … is developing rapport and working effectively with a diverse range of people, sharing knowledge and skills to deliver shared goals.

#### Level 2 indicators of effective performance

#### • Develops new professional relationships

#### • Understands the needs of others, the constraints they face and the levers to their engagement

#### • Understands differences, anticipates areas of conflict and takes action

#### • Fosters an environment where others feel respected

#### • Identifies opportunities for joint working to minimise duplication and deliver shared goals

**Problem Solving**

… is analysing and interpreting situations from a variety of viewpoints and finding creative, workable and timely solutions.

Level 2 indicators of effective performance

• Processes and distils a variety of information to understand a problem fully

• Proposes options for solutions to presented problems

• Builds on the ideas of others to encourage creative problem solving

• Thinks laterally about own work, considering different ways to approach

problems

• Seeks the opinions and experiences of others to understand different

approaches to problem solving

**Planning and Organising**

… is thinking ahead, managing time, priorities and risk, and developing structured and efficient approaches to deliver work on time and to a high standard.

Level 2 indicators of effective performance

• Prioritises work in line with key team or project deliverables

• Makes contingency plans to account for changing work priorities, deadlines and milestones

• Identifies and consults with sponsors or stakeholders in planning work

• Pays close attention to detail, ensuring team’s work is delivered to a high standard

• Negotiates realistic timescales for work delivery, ensuring team deliverables can be met

**Research and Analysis**

… is gathering intelligence (information, opinion and data) from varied sources, making sense of it, testing its validity and drawing conclusions that can lead to practical benefits.

Level 2 indicators of effective performance

• Proactively seeks new information sources to progress research agendas and address gaps in knowledge

• Grasps limitations of or assumptions behind data sources, disregarding those that lack quality

• Analyses and integrates qualitative and quantitative data to find new insights

• Translates research outcomes into concise, meaningful reports

• Identifies relevant and practical research questions for the future

**Responding to Pressure and Change**

… is being flexible and adapting positively, to sustain performance when the situation changes,

workload increases, tensions rise or priorities shift.

Level 2 indicators of effective performance

• Maintains a focus on key priorities and deliverables, staying resilient in the face of pressure

* Anticipates and adapts flexibly to changing requirements

• Uses challenges as an opportunity to learn and improve

• Participates fully and encourages others to engage in change initiatives

• Manages team’s well-being, supporting them to cope with pressure and change

#### Working Patterns

No unusual work patterns have been identified.

**Reasonable adjustment**

Reasonable adjustment will be made to working arrangements to accommodate a person with a disability who otherwise would be prevented from undertaking the work.