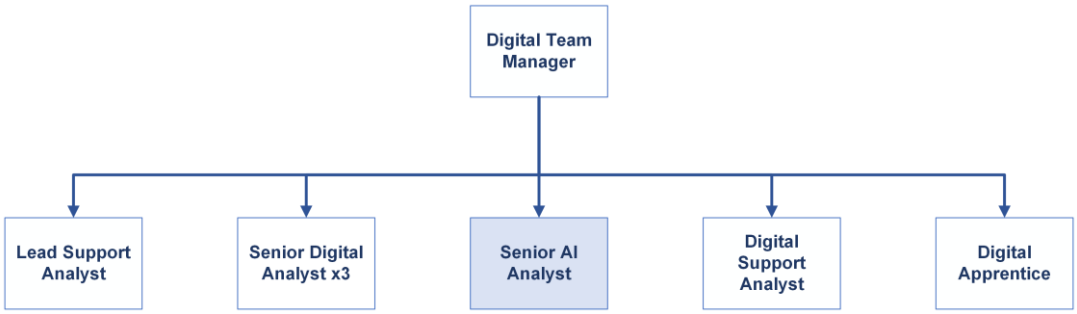
Job Description

Department:	ITDS
Division/Section:	Corporate Services
Job Title:	Senior AI Analyst
Post No:	TBC
Grade:	10
Reports to:	Digital Team Leader
Organisation Chart: **Show immediate manager and any jobs reporting to this post.**	
DBS Check applicable?	**Basic ☐** **Standard ☐** **Enhanced ☐** **None ☒**
	Is post exempt under the Rehabilitation of Offenders Act 1974 in respect of declaration of spent convictions? **Yes ☐** **No☐**
Line Management responsibility for:	**No. of direct reports: 0** **No. of indirect reports: 0**
Job Purpose:	The Senior AI Officer role will be responsible for leveraging Artificial Intelligence solutions to secure real-world benefits for the council and its customers. The role requires someone that is passionate about AI and understands how it can be used to improve processes and drive efficiencies across different areas of the business. This role will be responsible for:

	• Analysing the challenges that the council faces and identifying areas where integration of AI solutions can drive benefits for the council and its customers. • Researching emerging AI technologies to keep up to date and utilise that knowledge to develop policies, processes and best practice to help shape the future of AI for the council. • Designing and developing AI solutions, working with colleagues to integrate those solutions into other systems, and continuously monitoring, testing and improving those solutions. • Engaging and supporting stakeholders and decision-makers; championing and demonstrating the use of AI, explaining complex, technical concepts to non-technical stakeholders, and providing insights to guide decision-making. • As part of the Digital Team, this role will also need to champion the use of the M365 suite of apps and will have some responsibility for creating and supporting other non-AI solutions, like Power Platform and Dynamics.

Main Duties and Responsibilities:

- Collaborating with cross-functional teams to identify opportunities for AI integration and develop AI strategies.
- Developing and implementing AI governance frameworks to ensure ethical and responsible use of AI.
- Communicating the benefits and limitations of AI to senior management and other stakeholders.
- Staying up to date with the latest developments in AI and machine learning, and continuously improving skills and knowledge.
- Mentoring and training service members in AI technologies and best practices.
- Responsible for providing 2nd & 3rd tier support & specific expertise
- Responsible for ensuring all allocated Incidents are investigated and key users are kept up to date on progress.
- Ensure built applications are supported in accordance with the applicable service level agreement, that the associated support documentation is kept up-to-date, and agreed change management procedures are followed.
- Be a point of escalation for questions related to digital services, and provide support and guidance for the IT & Digital Service in relation to AI
- For a built or proposed solution, act as a main point of contact to provide appropriate guidance, testing, advice and knowledge on the production and processes for creating additional or linked digital solutions
- As an expert in this field, provide recommendations and justification for suggested digital solutions.
- Working with colleagues across the business, using strong technical knowledge and experience to advise and lead on process improvement and automation by proactively identifying efficiencies.

- Demonstrate the continual development of own knowledge and skills with the continually moving digital landscape, to ensure the organisations benefit from the most current innovations.
- Plan, schedule and monitor own workload, to ensure that priorities are met and disruption to users is minimised, keeping incidents within SLA agreed levels to meet performance indicators
- Use strong technical knowledge to advise on process improvement, utilising and developing a range of M365 applications and in particular the Power Platform (Power apps, Power BI and Power Automate)
- Be a point of escalation within the team for complex issues supporting other members of the team.
- Investigate and resolve complex problems in specialist area(s), working with users, other staff

and suppliers, as appropriate, to ensure that the agreed levels of services, quality and security are maintained.

- Manage and co-ordinate interfaces between applications, and the associated processes, as agreed.
- Provide guidance to less experienced colleagues to ensure that the overall technical quality of their work meets accepted standards.
- Provide support and advice to help inform Analysis, Design, Development, maintenance and strategy within IT & Digital.
- Ensure that all software systems, procedures and processes are effectively documented to agreed standards and kept up to date. This includes the production of technical and release management documentation.
- Create high quality training documentation / materials and conducting training sessions to develop the digital skills of team members and instruct users in the use of systems and where applicable to include within the ITSM knowledge hub.
- Contribute to the development and management of the team to continually improve the levels of service, quality and performance of the service.
- Undertake regular systems quality assurance activities to ensure systems meet internal quality standards and are operating optimally.
- Build, test and implement digital solutions, aligned to the Digital Strategy.
- To analyse requirements and design innovative technical solutions in line with the Digital strategy.
- Provide 3rd line support including root cause analysis of problems including escalation to 3rd party suppliers and deployment of changes where necessary. Ensure system documentation are updated and procedures for problem & change management are followed at all times
- Promote digital solutions and automation by utilising hackathons and other engaging mediums
- Support and strengthen user's development, confidence and digital skills
- Responsible for maintaining a customer service culture that continuously provides exceptional customer service evidenced through customer feedback / customer satisfaction surveys

Generic Responsibilities:	Procedures and Customer Care Policy. To comply with all Health & Safety at work requirements as laid down by the employer. The council is committed to safeguarding and promoting the welfare of children and vulnerable adults and expects all staff and volunteers to share this commitment.
Flexibility Clause:	Other duties and responsibilities express and implied which arise from the nature and character of the post within the department (or section) mentioned above or in a comparable post in any of the Organisation's other sections or departments
Variation Clause:	This is a description of the job as it is constituted at the date shown. It is the practice of this Authority to periodically examine job descriptions, update them, and ensure that they relate to the job performed, or to incorporate any proposed changes. This procedure will be conducted by the appropriate manager in consultation with the postholder. In these circumstances it will be the aim to reach agreement on reasonable changes, but if agreement is not possible the Head of Service reserves the right to make changes to your job description following consultation.

DATE: April 24 **COMPLETED BY:** Julian Patmore

PETERBOROUGH CITY COUNCIL

Person Specification

Job title:	Senior AI Analyst	**Directorate:**	Corporate Services
Grade:	10	**Service / Team:**	Digital Team
Date:		**Completed by:**	

ATTRIBUTES	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
KNOWLEDGE	• Artificial Intelligence and Machine Learning: A strong understanding of AI and machine learning concepts, algorithms, and techniques. • Data Science: Knowledge of data science techniques, including data preprocessing, data visualization, and statistical analysis. • Programming: Proficiency in programming languages commonly used in AI and machine learning, such as Python or R. • Software Development: Familiarity with software development practices, including version control, testing, and deployment. • Industry Knowledge: Understanding of the industry and business processes to identify opportunities for AI integration and develop AI strategies.	
SKILLS & ABILITIES	• Analytical skills: Ability to analyse complex data and identify patterns, trends, and insights. • Problem-solving skills: Ability to identify and solve complex problems using AI and machine learning techniques. • Communication skills: Ability to communicate complex technical concepts to non-technical stakeholders and explain the benefits and limitations of AI. • Project management skills: Ability to plan, organize, and manage AI projects, ensuring they are delivered on time and within budget. • Leadership skills: Ability to lead and mentor a team of AI professionals, providing guidance and support to help them develop their skills and	

	knowledge.	
EXPERIENCE	● Artificial Intelligence and Machine Learning: Experience in developing and implementing AI and machine learning solutions, including data preprocessing, model selection, training, and evaluation. ● Data Science: Experience in working with large datasets, including data cleaning, data visualization, and statistical analysis. ● Software Development: Experience in developing and deploying software applications, including version control, testing, and deployment. ● Project Management: Experience in managing AI projects, including planning, organizing, and delivering projects on time and within budget. ● Industry Experience: Experience in applying AI and machine learning techniques to solve real-world problems in a specific industry or domain.	
QUALIFICATIONS	● Educated to degree level (or equivalent relevant experience)	
PERSONAL CIRCUMSTANCES		
EQUALITY	Candidates must demonstrate understanding of acceptance and commitment to the principals underlying equal opportunities. (A & I)	
CUSTOMER CARE	Knowledge and understanding of effective customer care (A & I)	

[At the end of each criteria the following codes are used to indicate how the criteria will be assessed: (AI) Application / Interview, (P) Presentation, (W) Written Test.]