

Job description

Automation Developer and Operator

- Grade: PO5
- Reports to: Automation Centre of Excellence Manager
- Direct reports: None
- Your team: Automation Centre of Excellence
- Service area: Islington Digital Services
- Directorate: Resources

Special requirements of the post

Workstyle: Desk-based worker (Lower presence, one day a week minimum)

- Colleagues who are not usually client or customer-facing and can mostly work anywhere with the right technology. Regular on-site activities are required such as team events and collaboration that are more productive face to face

Special requirements of the post

This post requires a DBS check at the appropriate level (Basic)

Our mission

Islington is a place rich with diversity and culture. As a council our sense of purpose couldn't be clearer: we serve. It's in the logo. We are committed to challenging inequality in the borough and as one of the largest employers we know that to look after the place and the planet, we have to look after our people. **Together we can change the future.**

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

Overview of the role

Reporting to the Automation Centre of Excellence Manager (Islington Digital Services, Resources), your primary responsibility will be to design, develop, and operate digital automation solutions using various tools and technologies, such as Robotic Process Automation (RPA), Power Platform, and Power Apps.

You will work closely with business stakeholders to understand their requirements and translate them into efficient and effective automation solutions. Your expertise in automation technologies will help streamline business processes, increase productivity, and drive digital transformation within the organisation.

Key responsibilities

Please list each key responsibility of the role (Maximum of 10-12 bullet points):

- To collaborate with business stakeholders to gather requirements and understand process workflows.
- To design automation solutions using RPA, Power Platform, and Power Apps, keeping in mind scalability, security, and maintainability. To develop RPA bots using industry-leading RPA tools (e.g., Power Automate, Blue Prism, UiPath, Automation Anywhere, etc) to automate repetitive tasks and workflows.
- To identify opportunities for process improvement and automation across different business functions.
- To configure and customise Power Platform components, including Power Apps, Power Automate, and Power BI, to build end-to-end automation solutions.
- To write scripts and code as needed to enhance automation capabilities and integrate with other systems.
- To conduct thorough testing of automation solutions to ensure accuracy, reliability, and performance.
- To collaborate with stakeholders to obtain feedback and make necessary adjustments to the automation solutions.
- To deploy automation solutions to production environments while adhering to change management processes and security guidelines.
- To monitor the performance and stability of automation solutions and take proactive measures to address any issues or errors.
- To perform regular maintenance and updates to keep the automation solutions up to date and aligned with changing business requirements.
- Continuously optimise and enhance automation solutions to improve efficiency and user experience. To create documentation, including technical specifications, user guides, and process documentation, to facilitate knowledge transfer and support.
- To conduct training sessions and workshops to educate end-users on how to utilise the automation solutions effectively. To provide ongoing support and troubleshooting assistance to users, addressing any inquiries or issues related to the automation solutions.

- Any additional duties consistent with the grade and level of responsibility of this position, for which the holder possesses the required experience and/or training.

Compliance

Ensure adherence to legal, regulatory, and policy requirements under GDPR, Health and Safety, Employee Code of Conduct and in your area of expertise by identifying opportunities and risks, and escalating issues as necessary.

Person specification

Your application form needs to demonstrate how you fulfil the role's requirements. It is essential to address the criteria, as this will be used to evaluate your suitability for the position.

Essential and desirable criteria

Essential: the basic requirements that must be met for someone to be considered for a particular job. These criteria are mandatory and cannot be negotiated. Essential criteria directly impact the core qualifications or skills necessary to perform the job effectively.

Desirable: the additional qualities, skills, or qualifications that would be advantageous for a candidate to possess but are not mandatory. Not meeting them does not automatically disqualify someone from consideration for the job. This also allows candidates who do not possess certain desirable criteria the opportunity to explain how their other knowledge, experience and skills relate to these and what they may be in the process of doing or willing to do to achieve these.

Knowledge, experience, and skills

Point	Criteria description	Essential/desirable
1	Certification in RPA tools like Power Platform, BluePrism, UiPath, Automation Anywhere, or similar	Essential
2	Microsoft Power Platform certifications, such as Power Apps Developer Associate or Power Automate Developer	Desirable
3	A solid technical background, including a bachelor's degree in computer science, engineering, or a related field. A strong understanding of programming languages, software development methodologies, and system architecture is essential.	Essential
4	Experience in developing automation solutions. This can involve creating scripts, coding automated workflows, or using automation tools and frameworks. Proficiency in programming languages such as Python, Java, C#, or scripting languages like PowerShell.	Essential
5	Strong problem-solving and analytical skills to identify inefficiencies, bottlenecks, and opportunities for automation. Ability to analyse complex workflows, understand business requirements, and design efficient automation solutions.	Essential
6	Experience in quality assurance and testing to ensure the reliability and stability of automation solutions. Knowledge of testing methodologies, and how they apply to automation frameworks.	Essential

7	Strong documentation and communication skills are important for an automation developer and operator. Ability to document automation processes, create technical documentation, and effectively communicate with stakeholders, including business users, developers, and IT teams.	Essential
8	A willingness to continuously learn and adapt to new technologies and methodologies, keeping up with industry trends, attending relevant conferences or workshops, and actively participating in professional communities can help stay updated and enhance skills.	Essential
9	Knowledge of database systems, APIs, and web services for data extraction and integration. Programming skills in languages like C#, Python, or JavaScript for customisation and integration purposes.	Desirable
10	Strong analytical and problem-solving skills with the ability to troubleshoot and resolve technical issues	Essential
11	Excellent communication and interpersonal skills to collaborate with cross-functional teams and stakeholders.	Essential
12	Ability to work independently and manage multiple projects simultaneously	Essential

Our accreditations



Our accreditations include Disability Confident Leader, The Mayor's Good Work Standard, London Living Wage Employer, Stonewall Diversity Champion, and Employer with Heart.