



## Job Description

<b>Job Title:</b>	Technical Writer
<b>Directorate/Team:</b>	Digital and Data
<b>Location:</b>	16 Summer Lane, Birmingham, B19 3SD
<b>Responsible to:</b>	Senior Solutions Architect
<b>Responsible for:</b>	No direct reports
<b>Key working relationships:</b> (internal)	The role will collaborate closely with relevant project teams and internal staff to ensure comprehensive document support. This includes contributing to the development, review, and maintenance of operational documents and other supporting materials required for successful project delivery. Effective communication and coordination with internal teams will be essential to align documentation with organisational standards and operational needs.
<b>Key working relationships:</b> (external)	The role will engage with suppliers and external partners to influence the documentation and playbooks they provide. The objective is to ensure these materials meet both business objectives and technical requirements. This involves reviewing supplier-provided documentation, providing feedback, and guiding adjustments to align with organisational expectations and compliance standards.
<b>Purpose of the Post</b>	<p>The role holder will be responsible for the generation and management of technical documents. You will work with Solution Architect(s) to help document and influence technical design authority decisions. The role holder will also work with relevant Digital and Data staff to produce new technical documents relating to new and existing corporate systems to meet the needs of WMCA customers and stakeholders.</p>
<b>Accountabilities (Deliverables)</b>	<p><b>Documentation Development and Maintenance</b></p> <ul style="list-style-type: none"> <li>• Create, edit, and maintain high-quality technical documentation, including user guides, operational manuals, and process workflows, ensuring clarity, accuracy, and consistency with organizational standards.</li> <li>• Apply industry best practices for technical writing, including structured content, version control, and accessibility compliance.</li> </ul> <p><b>Compliance and Professional Standards</b></p> <ul style="list-style-type: none"> <li>• Ensure all documentation adheres to corporate policies, regulatory requirements, and recognized technical writing standards (e.g., ISO/IEC 26514 for software documentation).</li> <li>• Maintain alignment with branding, tone, and style guidelines across all deliverables.</li> </ul> <p><b>Quality Assurance and Review</b></p> <ul style="list-style-type: none"> <li>• Implement peer review and quality control processes to validate technical accuracy and usability.</li> <li>• Ensure deliverables meet agreed timelines and specifications, with continuous improvement in clarity and user experience.</li> </ul> <p><b>Stakeholder Collaboration</b></p> <ul style="list-style-type: none"> <li>• Work closely with internal project teams, subject matter experts, and operational staff to gather information and validate content.</li> <li>• Influence external suppliers to align their documentation and playbooks with business and technical requirements.</li> </ul> <p><b>Knowledge Management and Accessibility</b></p>

Commented [TB1]: Please identify key working relationships (internal / external)

Commented [KN2R1]: Please see the addtions as per your request.

Commented [TB3]: Identify Key Accountabilities (3/4 bullet points)

Commented [KN4R3]: Please see the changes.

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<ul style="list-style-type: none"><li>Organise a centralised repository of documentation for easy access and retrieval.</li><li>Ensure content is structured for scalability and localisation where required.</li></ul>
<b>Continuous Improvement and Innovation</b> <ul style="list-style-type: none"><li>Regularly review documentation processes and tools to enhance efficiency and effectiveness.</li><li>Stay updated with emerging trends in technical communication and incorporate improvements into deliverables.</li></ul>
<b>Responsibilities (Duties)</b>
<b>Strategic</b> <ul style="list-style-type: none"><li>Communicate complex IT designs in business terms to internal and external decision makers, engaging with them to clearly explain the technical drivers and how your designs address their current and future needs</li><li>Identify opportunities, costs, issues and risks for business stakeholders and make recommendations.</li><li>People</li><li>Effectively manage a technical documentation library, advise users of these documents and communicate these with all user groups.</li></ul>
<b>Operational</b> <ul style="list-style-type: none"><li>Develop, own, deliver and support technical designs and documents for the WMCA</li><li>Work with business and technology stakeholders to translate business problems into technical designs and documents</li><li>You can create technical documents through an iterative process, aligning the user need with the system requirements and organisational objectives</li><li>Understand the business needs, documenting those needs and producing technical documents based on the business requirements.</li><li>Document systems characterised by managed levels of risk, manageable business and technical complexity and meaningful impact. You can work with well understood technology and identify appropriate patterns</li><li>Ensure all key processes for the team are documented and owned and establish and embed a culture of continuous service improvement.</li></ul>
<b>Financial</b>
<b>Other</b> <ul style="list-style-type: none"><li>The duties and responsibilities in this job description are not exhaustive and the jobholder may be required to undertake other duties within the general scope of either the level or nature of the post.</li></ul>

<b>Person Specification</b> (How Evidenced Key: A = Application, I = Interview, T = Testing/Assessment)						
Requirements	Essential / Desirable		How Evidenced?			
Experience	E	D	A	I	T	
Demonstrable evidence of producing high quality technical documentation.	X		X	X		
Maintaining and updating a library of technical documentation.		X	X	X		
Research and gathering of technical information.	X		X	X		
Presenting and testing understanding of technical documents to end users.	X		X	X		
Collaborating with developers, business analysts, infrastructure engineers and other technical specialists to ensure that they understand the subject.	X		X	X		
Skills / Knowledge	E	D	A	I	T	
Understanding of the relevant legislative framework and professional standards both within the ICT industry and within a public sector authority.		X	X	X		
A working knowledge of at least 2 of the following areas; Information and Data Management, Security, Application Management, ERP systems, CRM systems, Networking and Microsoft Solutions.	X		X	X		
Analytical mindset with strong problem-solving skills.	X		X	X		

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An outstanding working relationship with end users in exceeding their expectations with excellent customer service, communication and presentation skills.	X		X	X	
Working in a strategic context, supporting planning.		X	X	X	
<b>Qualifications/ Professional Memberships</b>	<b>E</b>	<b>D</b>	<b>A</b>	<b>I</b>	<b>T</b>
Prince2 Practitioner level or equivalent in a structured project management methodology.		X	X	X	
Degree Level or equivalent in an IT discipline.		X	X	X	
ITIL 4 Foundation or higher		X	X	X	

Core Expectations	
<b>Health, Safety &amp; Wellbeing</b>	All employees have a duty to take reasonable care for the health, safety, and wellbeing of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer as necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
<b>Equality Diversity &amp; Inclusion</b>	Promote and champion equality, diversity, and inclusion in all aspects of the role.
<b>Learning &amp; Development</b>	Participate in and take responsibility of any learning and development required to carry out this role effectively.
<b>Performance Management</b>	Actively engage in the performance management process and take responsibility for managing performance outcomes.
<b>GDPR</b>	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
<b>Adherence to Policies</b>	Be aware of and comply with all organisation policies.
<b>Other</b>	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values		
Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.		
<b>Value</b>	<b>Competency</b>	<b>Behaviour</b>
<b>Collaborative</b>	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
<b>Driven</b>	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
<b>Inclusive</b>	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
<b>Innovative</b>	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

#### Additional Post Requirements

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<b>Essential Car User</b>		<b>Politically Restricted Post</b>		<b>Disclosure and Barring Service (DBS)</b>		
Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Standard <input type="checkbox"/>	Enhanced <input type="checkbox"/>	None <input type="checkbox"/>

**Job Evaluation Details**

<b>Date Evaluated</b>	<b>Job Family</b>	<b>Level/Grade</b>	<b>JEP Reference</b>

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