Job Description	
Job Title:	Technical Writer
Directorate/Team:	Technology & Insight
Location:	16 Summer Lane or other site/location
Responsible to:	Director of Digital and Data Transformation
Responsible for:	
Key working relationships: (internal)	Head of Solution Development, Head of Digital and Data, Relevant Digital and Data staff, Chief Technology and Insight Officer
Key working relationships: (external)	

Purpose of the Post

The post holder will be responsible for the generation and management of technical documents. The post holder will work with the WMCA's Director of Digital & Data Transformation, Enterprise Architect and Solution Architect(s) to help document and influence technical design authority decisions. The post holder will also work on a matrix basis with relevant Technology & Insight Dept staff to produce and maintain technical documents relating to new and existing corporate systems to meet the needs of WMCA customers and stakeholders.

Accountabilities

- Develop, own, deliver, and support technical designs and documents for the WMCA.
- Work with business and technology stakeholders to translate business problems into technical designs and documents
- Create technical documents through an iterative process, aligning the user need with the system requirements and organisational objectives
- Understand the business needs, documenting those needs and producing technical documents based on the business requirements.
- 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
- 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
- Ensure all key processes for the team are documented and owned and establish and embed a culture of continuous service improvement.
- Effectively manage a technical documentation library, advise users of these documents and communicate these with all user groups.
- Identify opportunities, costs, issues and risks for business stakeholders and make recommendations.

Responsibilities
Strategic
• Identify opportunities, costs, issues and risks for business stakeholders and make recommendations. • 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
People
• Ensure all key processes for the team are documented and owned and establish and embed a culture of continuous service improvement. • Effectively manage a technical documentation library, advise users of these documents and communicate these with all user groups.
Operational
• Develop, own, deliver and support technical designs and documents for the WMCA • You can create technical documents through an iterative process, aligning the user need with the system requirements and organisational objectives • Work with business and technology stakeholders to translate business problems into technical designs and documents • Understand the business needs, documenting those needs and producing technical documents based on the business requirements. • 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 • 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
Financial
• Identify opportunities, costs, issues and risks for business stakeholders and make recommendations. (This responsibility straddles both strategic and financial categories.
Other
N/A

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	**Essential / Desirable**		**How Evidenced?**		
Experience	**E**	**D**	**A***	**I***	**T***
Demonstrable evidence of producing high quality technical documentation	X				
Maintaining and updating a library of technical documentation		X			
Research and gathering of technical information	X				
Presenting and testing understanding of technical documents to end users	X				

	E	D	A*	I*	T*
Collaborating with developers, business analysts, infrastructure engineers and other technical specialists to ensure that they understand the subject	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			
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				
Analytical mindset with strong problem-solving skills	X				
An outstanding working relationship with end users in exceeding their expectations with excellent customer service, communication and presentation skills	X				
Working in a strategic context, supporting planning		X			
Qualification / Education / Training	**E**	**D**	**A***	**I***	**T***
Prince2 Practitioner level or equivalent in a structured project management methodology		X			
Degree Level or equivalent in an IT discipline		X			
ITIL 4 Foundation or higher		X			

*Key: A = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations	
Health, Safety & Wellbeing	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 so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	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.
Adherence to Policies	Be aware of and comply with all organisation policies.
Other	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.

Value	Competency	Behaviour
Collaborative	Team Focussed	Works as part of team, managing and leading.
	Service Driven	Customer, resident, and partner focussed.
Driven	Empowered & Accountable	Takes ownership and leads when needed.
	Performance Focused	Ambitious and going the extra mile.
Inclusive	'One Organisation' Mindset	Believe in each other's expertise.
	Open & Honest	We do what we say we are going to do.
Innovative	Forward Thinking	Embrace change and open to new possibilities.
	Problem Solving	Go for clear and simple whenever possible.

Additional Post Requirements							
Essential Car User		Politically Restricted Post		Disclosure and Barring Service (DBS)			Vetting	
Yes ☐	No ☐	Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	JEP Reference	Grade	Job Family