

Low-Code Analyst Developer (Microsoft Copilot Studio & AI Agents)

Salary: Band 9 - £39,151 to £42,838 per annum

Hours per week: Your contractual hours are 37 per week, which are to be worked in accordance with the flexible working hours' scheme and the needs of the Service

Location: Civic Offices, Portsmouth

Office attendance is required minimum 2-days a week for full time staff, this remains flexible, subject to business needs

Contract type: Fixed term for 12 months

Job Purpose

The role will work across the local authority to identify high-value AI use cases and translate them into secure, supportable **Microsoft Copilot Studio** solutions. Examples may include automated triage for council tax enquiries, intelligent search for internal policy or HR content, and multi-turn agents for out-of-hours service reporting. The role will focus on maximising the value of generative AI, using Retrieval-Augmented Generation to ground responses in approved council knowledge sources, and ensuring all solutions meet public sector expectations for ethics, data protection and information security. Operating within corporate information governance arrangements, the role will collaborate with service managers, end users, data and integration specialists, information governance colleagues, cyber security teams and suppliers to deliver solutions aligned to the Council's digital, data and technology strategy, architecture standards and support models.

Key Accountabilities & Duties

- **AI Agent & Copilot Configuration:** Build, test, and deploy conversational and autonomous AI agents using Microsoft Copilot Studio for both internal staff and public-facing resident portals.
- **Knowledge grounding and RAG implementation:** Connect Copilot experiences to approved council data sources, such as SharePoint Online, Microsoft Dataverse and local policy repositories, using Retrieval-Augmented Generation to improve the accuracy, relevance and traceability of responses.
- **Action extension via Power Automate:** Extend AI agent capabilities by building background Power Automate cloud flows and integrating APIs or custom connectors, allowing copilots to perform multi-step actions, such as triggering a bin collection request or logging an IT ticket on behalf of a user.

- **AI governance and guardrails:** Configure topic structures, fallback paths, content moderation controls and human escalation routes to support safe, fair and transparent AI interactions that align with the council's AI governance framework and Code of Conduct.
- **Performance Tuning & Prompt Engineering:** Continually monitor conversation transcripts and analytics dashboards to refine triggers, optimize system prompts, and close conversational gaps.
- **Information Security & Data Protection:** Ensure all deployed AI models adhere to strict public sector compliance guardrails, including Data Protection Impact Assessments (DPIAs), GDPR, and Microsoft Purview data loss prevention policies.
- **Solution lifecycle and support:** follow agreed standards for discovery, design, build, testing, release, documentation, handover and ongoing support. Ensure solutions are version controlled where appropriate, have clear ownership, include suitable error handling and monitoring, and can be maintained by the council after initial delivery.
- **Safeguarding, information governance and security:** Design solutions that protect personal and sensitive data, follow UK GDPR, DPIA, Microsoft Purview and council information governance requirements, and apply appropriate access controls, auditability, data retention, monitoring and escalation arrangements. Where solutions support vulnerable residents or statutory services, ensure risks are identified early and escalated through the appropriate governance route.

Who is the person?

You need:

- Evidence of relevant professional development, practical training or equivalent hands-on experience in Microsoft Copilot Studio, Microsoft Power Platform, low-code development, cloud technologies or business systems.
- Proven hands-on experience building and deploying conversational agents, or virtual assistants using Microsoft Copilot Studio.
- Experience configuring dynamic conversational flows, generative responses, and topic triggers.
- Strong experience connecting Copilot agents to backend processes using Power Automate workflows.
- Solid understanding of Generative AI principles, Prompt Engineering, and how Retrieval-Augmented Generation (RAG) utilizes structured/unstructured datasets.
- Strong understanding of user experience, inclusive design and accessibility principles, ensuring apps are intuitive, efficient and usable by staff and residents with different needs and levels of digital confidence.

- Familiarity with public sector accessibility expectations, including WCAG 2.2+, and the ability to apply these principles when designing, testing and improving digital solutions.
- Excellent analytical and problem-solving skills, with the ability to translate complex business processes into clear, logical and maintainable solution designs.
- Strong communication skills, with the ability to explain technical concepts clearly to non-technical colleagues, listen to service users' needs, adapt communication style for frontline staff, managers and technical teams, and manage expectations around AI capabilities with council service leads.
- A collaborative, user-first mindset aligned with our council values.
- Adaptability to shifting project priorities in an agile environment.
- Understanding of ethical AI principles, including transparency, fairness, accountability, human oversight and the appropriate limits of automated decision-making in public services.

The ideal candidate will also have:

- Professional certifications highlighting Microsoft Power Platform or AI capabilities (e.g., PL-200 Functional Consultant, AI-900 Azure AI Fundamentals, or equivalent hands-on certification).
- Advanced Microsoft AI certification (e.g., AI-102 Azure AI Engineer or specialized Copilot credentials).
- Experience working within or alongside a local government authority or broader public sector environment.
- Experience managing AI environments, solutions packaging, and rollout inside Microsoft Teams.

You will need to demonstrate that you have the Right to Work in the UK. No post will be offered without it.

General Data Protection Regulation (GDPR)

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