

## **AI Support Officer**

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

**Hours:** 37 hours per week

**Contract** - Permanent

**Location:** Civic Offices

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

### **Purpose of the Role**

To support the effective deployment, adoption, and responsible use of AI technologies across the council, including Microsoft 365 Copilot. The role ensures that staff are empowered to use AI tools effectively, responsibly, and in alignment with the council's digital strategy, governance frameworks, and ethical AI policies. The postholder will act as a subject matter expert in AI application support, driving adoption, providing training, and supporting the Council to ensure that AI solutions deliver measurable value to the organisation.

### **Key Responsibilities**

#### **Enablement & Support for AI Applications**

- Provide support for AI-related queries, including Microsoft 365 Copilot and other AI-enabled tools.
- Provide user support for M365 Copilot (and other AI technologies) related queries, troubleshooting and advice, and support the IT service desk to upskill
- Act as an escalation point for complex AI support requests from the IT Service Desk, working directly with users and IT colleagues to resolve issues and optimise AI usage.
- Support users in developing effective prompts and workflows for AI tools, including prompt engineering for generative AI applications.
- Develop and maintain user-friendly guidance materials, and tools to support the sharing of AI use case and prompt libraries.
- Collaborate with IT colleagues, Business Application Analysts, and developers to support the integration of AI capabilities into existing business processes, applications, and workflows.

## **Training & Capacity Building**

- Design and deliver tailored training sessions (in-person and online) to improve AI literacy and user confidence across the organisation.
- Develop and maintain training materials and e-learning modules for AI tools, ensuring accessibility and relevance to different service areas.
- Support the development of a network of AI Champions across departments to promote peer learning and localised support.
- Work with HR and Learning & Development to embed AI skills into the council's digital skills framework.

## **Adoption & Change Management**

- Monitor AI tool usage and user feedback to identify adoption barriers and opportunities for improvement.
- Collaborate with Internal Communications and Change teams to design and deliver campaigns that promote the benefits and responsible use of AI.
- Share success stories and case studies to build organisational confidence in AI technologies.
- Support departments in identifying appropriate AI use cases and aligning them with service improvement goals.

## **Governance, Risk & Best Practice**

- Work with Information Governance, IT Security, and Audit teams to develop and maintain governance frameworks for AI usage.
- Proactively identifying, escalating, and addressing risks related to generative AI technologies.
- Support compliance with data protection legislation, ethical AI principles, and internal policies.
- Contribute to the development and review of council-wide AI policies, standards, and guidance.

## **Performance & Impact Monitoring**

- Monitor and report on AI tool usage, adoption rates, user satisfaction, and return on investment (ROI).
- Use data insights to inform continuous improvement of AI support, training, and governance.
- Support the development of metrics and dashboards to track the impact of AI across services.



## **Who is the person?**

You will have:

### **Essential Skills & Experience**

- Strong working knowledge of Microsoft 365, including Copilot, Teams, Word, Excel, Outlook, and Power Platform.
- Experience in user support, problem solving, training, or digital enablement roles.
- Excellent communication and training delivery skills, with the ability to translate technical AI concepts into accessible language.
- Understanding of data protection, information governance, and ethical AI principles.
- Ability to analyse usage data and translate insights into actionable improvements.
- Experience working in a complex organisational environment, ideally within the public sector.

### **Desirable Skills & Experience**

- Experience with prompt engineering, chatbot development, or AI-assisted workflows.
- Familiarity with change management and digital transformation initiatives.
- Experience with business analysis or requirements gathering for digital tools.
- Knowledge of local government services, structures, and business processes.
- Experience with project coordination or supporting technology pilots.
- Proficiency in Microsoft Excel, Power BI, and other data analysis tools.
- Familiarity with Azure AI services (e.g. Azure OpenAI, Cognitive Services), Power Platform AI Builder, and other Microsoft AI tools.

**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)**

Portsmouth City Council is the Data Controller of any personal information you provide when applying for a job. It will only be used in connection with the recruitment process and will not be kept for longer than necessary. For more detailed information you can access the Data Protection Privacy Notice on our careers portal.