



Welcome to Infoshare+

Infoshare+ is a UK data and software company aiming to make local public services seamless and connected with the communities they serve. We believe digital should be a shared environment, supporting consistency, efficiency, and better outcomes for all. With our platform of innovative digital solutions, we're a trusted partner to hundreds of public sector organisations across social housing, local government, and social care.

Lot 3 Cloud Support Services

SFIA Level	Strategy & Architecture	Change & Transformation	Development & Implementation	Delivery & Operations	People & Skills	Relationships & Engagement
1 – Junior Analyst	Follows established Infoshare+ frameworks for data migration and configuration.	Supports delivery teams by maintaining documentation and change logs.	Assists in setup and testing of Infoshare+ products.	Completes routine data and system checks under supervision.	Learns from senior analysts, building product and sector knowledge.	Supports customer communications, typically during project onboarding.
2 – Implementation Analyst	Applies Infoshare+ data and integration standards to defined scenarios.	Delivers training, data cleansing, and configuration tasks.	Configures standard product deployments and supports customer go-live.	Maintains operational environments and manages simple service tickets.	Contributes to team upskilling and process improvement.	Builds positive relationships with customer teams.
3 – Consultant	Applies Infoshare+ frameworks to deliver tailored customer solutions.	Leads small change initiatives.	Designs and implements product solutions including API integrations.	Oversees customer onboarding and issue resolution.	Mentors junior team members on best practice delivery.	Acts as a trusted contact for specific customer accounts.
4 – Senior Consultant / Product Specialist	Shapes architecture and configuration within product constraints.	Manages discrete transformation workstreams.	Leads technical integrations with partner systems.	Ensures delivery quality across concurrent projects.	Coaches analysts and consultants to strengthen capability.	Manages client expectations and escalations effectively.
5 – Implementation Lead / Project Manager	Oversees solution design across multiple product lines.	Leads end-to-end transformation programmes with measurable impact.	Manages full implementation lifecycle from discovery to BAU.	Coordinates cross-functional delivery and continuous improvement.	Leads and develops delivery teams.	Acts as primary point of contact for senior client stakeholders.
6 – Product Owner / Delivery Manager	Shapes product strategy to align with market needs and council priorities.	Sponsors major transformation programmes.	Directs delivery teams and prioritises high-value backlog items.	Oversees service excellence across multiple customer portfolios.	Builds cross-team capability and succession planning.	Maintains strategic relationships with customer leadership.
7 – Head of Service / Head of Delivery	Defines the Infoshare+ delivery strategy across all product lines.	Leads organisation-wide transformation and innovation programmes.	Governs solution architecture and technical roadmap alignment.	Ensures operational excellence, scalability, and commercial viability.	Shapes company culture and delivery standards.	Engages at executive level with customers to influence strategy.