

## Job Description: Service Management Officer

<b>Service</b>	ICT Shared Service
<b>Job Title</b>	Service Management Officer
<b>Post No</b>	IT064
<b>Salary Grade</b>	Grade D
<b>Hours</b>	Full time
<b>Responsible to</b>	ICT Development Manager
<b>Responsible for</b>	Direct Reports: None

### **JOB PURPOSE:**

To support the ICT Development Manager and Project Managers in the co-ordination, planning and control of ICT projects, ensuring the agreed project management methods and standards are implemented throughout the projects. To own the administrative processes around the governance of ICT projects and service delivery including the collation of monitoring information regarding ongoing BAU tasks and oversight of the project commissioning process.

To support the development of customer facing project and financial cost modelling for the 3C ICT Service to provide visibility to the end customer and traceability of partner contributions to the service.

The role also undertakes a variety of administrative, clerical and managerial tasks in support of the Head of Service and wider partnership governance.

### **SERVICE DUTIES AND RESPONSIBILITIES:**

1. Ensure the agreed project management methods, standards and processes are maintained throughout the project lifecycle.
2. Assist the Project Manager and Team Managers in the production and maintenance of project plans.
3. Monitor the delivery of operational business as usual tasks.
4. Collate and report on the performance of the ICT service as a whole, analysing trends and highlighting areas for improvement.
5. Coordinate resource monitoring across the ICT Team.
6. Develop and maintain the project library, filing, recording and reporting systems.
7. Develop, document and maintain 3C ICT service and project related processes.
8. Support continuous improvement of the service by identifying and incorporating new processes and controls.

9. Model resource capacity through the use of IT Project Management tools.
10. Develop and implement appropriate configuration management procedures.
11. Co-ordinate the timely collation and production of all project/service reports.
12. Set up and maintain systems for recording project costs.
13. Define and document procedures in accordance with agreed methodology.
14. Advise and assist project team members in the application of project procedures, disciplines and recording and reporting standards.
15. Maintain risk and issue logs and change control records.
16. Develop and support effective communication mechanisms between the project teams.
17. Organising and maintaining diaries and managing appointments.
18. Dealing with incoming email, calls and post, often corresponding on behalf of the manager.
19. Producing documents, briefing papers, reports and presentations.
20. Undertake any other administrative tasks as specified by the Project Manager.
21. To ensure all aspects of meetings are organised, agendas developed and prompt action taken maintaining timely responses to deadlines at all times.
22. Undertake any other duties of a similar level and responsibility as may be required from time to time.

**Corporate Responsibility** – assist the Head of Development in ensuring that all of the above should be undertaken whilst also ensuring that all activities within the service comply within all three Councils Constitutions, standing orders, policies, financial regulations, health and safety, equality and safeguarding responsibilities and to ensure that obligations are met under the Freedom of Information and Data Protection Act.

The service will be delivered from a central hub supporting a number of sites. Flexibility will be required in location dependent upon service needs and the requirement to provide cover at all sites.

## Person Specification: ICT Service Desk Team Leader

Essential Criteria	Desirable Criteria
<b>Knowledge, Skills &amp; Abilities</b>	
<p><b>Technical/Work-based Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to work and act on own initiative.</li> <li>• Able to contribute positively at team meetings.</li> <li>• Ability to demonstrate excellent communication skills both orally and written</li> <li>• Ability to develop effective administration and support systems</li> <li>• Ability to complete tasks and projects on time and to a high standard, with attention to detail</li> <li>• Ability to work to tight deadlines and under pressure.</li> <li>• Ability to prioritise and manage own and others workloads.</li> <li>• Knowledge of data protection, security awareness and confidentiality awareness.</li> <li>• Is courteous and effective when dealing with people, exchanges information in a tactful and diplomatic manner, able to communicate effectively at all levels.</li> <li>• Regularly demonstrates a positive attitude and is customer focused ensuring that the needs of the customers are maintained and managed appropriately.</li> <li>• Good working knowledge of waterfall methodologies and Prince II.</li> </ul>	
<b>Experience</b>	
<ul style="list-style-type: none"> <li>• 3 years' experience working in an ICT or project and/or service environment</li> <li>• Experience of working in a support function.</li> <li>• Familiar with the project or programme development life-cycle and typical problems associated with the implementation of IT projects and programmes.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a practical knowledge of project or programme management methodologies, tools and techniques with in depth knowledge of at least one methodology</li> </ul>
<b>Qualifications</b>	
<ul style="list-style-type: none"> <li>• 3 or more A Levels or equivalent</li> <li>• Good literacy and numeracy skills</li> <li>• PRINCE2 Foundation</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<b>Commercial Awareness</b>	
<ul style="list-style-type: none"> <li>• Shows some awareness of, and an eagerness to apply, best practice within the ICT Shared Service.</li> <li>• Monitors the flow of money through the business, or through their own function.</li> </ul>	
<b>Management of others</b>	
<ul style="list-style-type: none"> <li>• Supports and motivates others, encouraging them to achieve their goals, in alignment with organisational goals.</li> <li>• Matrix management responsibilities to ensure 3C ICT Managers complete customer reporting requirements in a timely manner.</li> </ul>	
<b>Influencing</b>	
<ul style="list-style-type: none"> <li>• Presents their case persuasively upwards, downwards and externally</li> <li>• Demonstrates confidence in their position</li> <li>• Is credible and confident when presenting and communicating</li> <li>• Makes use of personal and professional networks to gain support, learn from others and increase their opportunities to influence</li> <li>• Adapts approach to engage others by appealing to those things that enthuse them</li> <li>• Influences by highlighting and promoting the mutual gains to be made by following suggested courses of action</li> </ul>	

<ul style="list-style-type: none"> <li>• Is aware of own emotions and manages them for maximum influence during negotiations</li> <li>• Balances the need for immediate wins with the requirement for long-term successful relationships</li> </ul>	
<b>Customer focus</b>	
<ul style="list-style-type: none"> <li>• Develops and maintains productive relationships with internal and external customers</li> <li>• Delivers what they have agreed with the customer</li> <li>• Takes action to exceed customer expectations</li> <li>• Deals effectively with dissatisfied customers</li> </ul>	
<b>Innovation</b>	
<ul style="list-style-type: none"> <li>• Applies existing methods in new ways or new situations</li> <li>• Shares innovative practice with others</li> </ul>	
<b>Decision-Making</b>	
<ul style="list-style-type: none"> <li>• Makes and communicates clear decisions</li> <li>• Makes effective decisions under time pressure</li> <li>• Balances risks and benefits of various options and decisions</li> <li>• Incorporates a range of views when making their decisions</li> <li>• Considers all relevant data when making decisions</li> <li>• Considers diversity issues when making decisions</li> </ul>	
<b>Planning and organising</b>	
<ul style="list-style-type: none"> <li>• Explains and clarifies the objectives</li> <li>• Establishes clear actions and timeframes with deadlines and milestones</li> <li>• Ensures the effective and efficient use of time and resources</li> <li>• Identifies what is required before each task can be begun or completed</li> <li>• Monitors progress against the plan and acts accordingly</li> </ul>	
<b>Flexibility</b>	
<ul style="list-style-type: none"> <li>• Is prepared to adapt their approach to overcome obstacles</li> <li>• Responds constructively to a change in agenda or priorities</li> <li>• Is prepared to adjust their interpersonal style to respond to the needs or preferences of others and the situation</li> </ul>	

**Contacts**

*Please insert who the post holder will have key liaison with:*

**CONTACTS (INTERNAL: 75 %, EXTERNAL: 25 %)**

Directors, Elected Members, staff, trade unions, consultants, contractors, other local authorities, partner organisations, government offices and departments, press, national, regional and local organisations associated with the provision of ICT services.

*I confirm that this Job Profile and Person Specification are a true and accurate reflection of all the responsibilities relating to the post.*

**Job Holder**

SIGNED .....

NAME .....

DATE.....

**Line Manager/Head of Service**

SIGNED .....

NAME .....

DATE.....