

## Job Description and Person Specification

### Lead ICT Operations Officer

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Head of HR Services

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## Job Description

<b>Directorate</b> Resources	<b>Grade</b> M1
<b>Service</b> ICT	<b>Job evaluation number</b> A3216
<b>Reports to</b> ICT Operations Manager	<b>Responsible for</b> Service Desk Officer x2

### Job purpose and role

As part of the ICT team you will lead and manage large scale infrastructure and a wide range of technology projects. Providing leadership and management to the Service Desk and working closely with the ICT Operations Officers and wider ICT team to ensure incidents and requests are resolved in line with the agreed service levels' and in line with Service Management best practice.

Encompassed within the role is leading on the implementation, development, and support of our systems in line with business requirements and ensuring an excellent customer experience. Acting as a substitute for the ICT Operations Manager when required.

### Main duties and key result areas

- To promote and lead on the proactive use of ICT across the business to improve the customer experience.
- Agreeing service standards with the business and producing performance information in order to drive a performance/continuous improvement culture
- To lead on the implementation of ICT Service Management Best Practice throughout the team. To take responsibility and ownership of complex technical issues. Working autonomously to provide solutions to complex incidents and problems.
- Co-ordination and development of standard processes and procedures that staff can follow for all aspects of ICT Operations service delivery.
- To manage, supervise, support, train ICT staff as and when required.

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- Manage and develop a knowledge base to ensure a high quality service and to promote, enable and embed self-service.
- To take an active role in Disaster Recovery plans and procedures.
- To support and develop the network infrastructure to ensure that it provides a secure, stable environment for corporate applications.
- To provide 2nd/3rd line support across a wide range of systems and hardware.
- Support the ICT Operations Manager to develop and implement strategic and operational plans and assist in managing Software Licensing compliance.
- To lead and manage the Service Desk function and provide support to the ICT Operations Technicians and ICT Operations Officers as required.
- To liaise and work with third party companies and suppliers when required for projects or to resolve incidents and requests.
- To lead on the implementation of various large-scale and wide ranging ICT projects.
- To install, support, maintain and manage ICT hardware and applications.
- To provide appropriate guidance notes, user guides, work instructions and training as required.
- To investigate and resolve incidents and requests across a wide-range systems and hardware. Assess, evaluate and implement on the most appropriate solution and course of action.
- To assess and evaluate significant technology solutions and make recommendations for use.
- Be available across the organisation through travel to all sites within Beyond Housing.

The above is not an exhaustive list of duties required. You will be required to undertake any other reasonable duties in line with the purpose and grading of the role.

### ALL employees are expected to:

- Live the company values so that the highest standards of customer care can be achieved.
- Be committed to diversity and inclusion of all, promote value for money, efficient services, so that excellence in all that we do is pursued through continuous improvement.
- Contribute to development of and strive to meet departmental, team and individual targets.
- Participate in the staff appraisal and development scheme, one to one performance discussions and attend identified training to ensure continuous learning and improvement.

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- Comply fully with the Code of Conduct, health and safety requirements, legislation, regulations, policies and procedures.
- Attend meetings or provide services outside of the usual working hours where reasonably requested to do so.
- Promote value for money and continuous improvement within the service area.
- Have an overall understanding of the risks and implications associated with the requirements of the role and takes appropriate action to mitigate any potential consequences.

**Managers are also be expected to:**

- Deliver departmental projects and initiatives as identified in the corporate and departmental plans.
- Lead, manage and motivate staff, apply the staff appraisal and development scheme, one to one performance feedback discussions and ensure that employees attend identified training.
- Monitor service delivery and progress towards targets to ensure standards are met and where possible exceeded.
- Effectively manage physical, human and financial resources allocated as your responsibility.
- Accept and exercise responsibilities identified in company policies and procedures, particularly for compliance with health and safety.

Signed \_\_\_\_\_ Date \_\_\_\_\_

Print Name \_\_\_\_\_

Version No	Revision Date	Reason for Revision
1		New role

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## Person specification

Attribute	Detail	Essential or desirable
<b>Skills and abilities</b>	Written and oral communication skills, including, delivering presentations, report writing and creating documentation tailored to the appropriate audience	E
	Business focused and able to communicate effectively particularly translating technical language for a non-technical audience	E
	Ability to prioritise own and teams workload whilst managing competing demands	E
	Objective and constructive approach to problem solving	E
	Ability to lead and manage a team	D
	Ability to work across multiple sites throughout the organisation	E
<b>Knowledge and experience</b>	Knowledge of the housing sector and the systems appropriate to this environment	D
	Knowledge of ICT Service Management and Project Management best practice, for example, ITIL, PRINCE2, Agile etc.	E
	Knowledge of Business Continuity and Disaster Recover Best Practice	E
	Relevant ICT experience working in a 1st/2nd/3rd line ICT environment	E
	Experience of leading on a wide range of ICT projects	E
	Experience of managing a Service Desk / 1st line support	D
<b>Qualifications</b>	Full driving licence (if you have a disability we will explore reasonable adjustments with you)	E
	A relevant qualification in ICT, for example, PRINCE2, ITIL etc. or higher education equivalent	E
	Evidence of a Higher Education in a relevant subject or <b>exempting experience</b>	D
<b>Personal attributes</b>	Flexible and open to change	E
	Professional and customer orientated approach	E
	Effective team worker	E
	Committed to inclusion, equality and diversity	E
	Aligned to the aims and values of the company	E
	Committed to personal and professional development	E
	Proactive and committed to continuous improvement in service delivery	E
	Collaborative approach: one company, one team	E
	Focussed on leading, coaching, empowering and motivating employees	E

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Attribute	Detail	Essential or desirable
	Committed to team development and identification of on-going training needs	E
	Willing to take ownership and be accountable for decisions and actions	E
	Ensures decisions and actions are in line with company values, policies and guidelines	E