

Role profile

Job Title:	ICT Service Delivery Officer (Assets)	Grade:	5 - 7
Department:	ICT & Information Data Management	Post no.:	66134
Directorate:	Resources	Location:	Perceval House

Role reports to:	ICT Asset Manager
Direct reports:	None
Indirect reports:	None

Job description

Recruitment practices to safeguard and promote the welfare of children and/or vulnerable adults apply to this post in addition to the requirement to obtain a Disclosure and Barring Service (DBS) check.

Purpose of role

Ealing ICT is responsible for the distribution, management, and collection of assets issued to Ealing staff to enable them to carry out their day-to-day work. These assets include hardware such as Surface devices, mobile phones and headsets, as well as software.

This role is responsible for administering all stock requests, ensuring that the asset database and stock systems are kept up to date and accurate.

Key accountabilities

- To ensure all processes for deploying and receiving stock and assets are implemented

Monitor stock levels of hardware and consumables, ensuring any replenishment requirements are identified and reported as necessary, **including the manual handling of equipment.**

- Assist in coordinating the scheduling and building of new and replacement devices.
- Deal with basic stock-related customer enquiries via email and tickets on the ICT Service Portal.
- Ensure stock rooms are kept clean, tidy, and safe working environments.

- Work closely with Service Desk and Help Desk team to resolve hardware issues identified with stock provided
- Play an active part in identifying improvement opportunities and ensuring that these are communicated to Service Delivery Administrator (Stock) and the Asset Manager as appropriate
- Adhere to all operating procedures of the ICT Stock Team specifically and the IT department generally

Key performance indicators

- Stock is processed in line with service level agreements
- Stock records are kept up to date and accurate
- Low volume of complaints from customers

Key relationships (internal and external)

- Help Desk and Service Desk team
- Service Delivery Administrator (Stock) and Assistant Operations Manager
- Service Desk Supervisors
- All Ealing employees
- Third party partners and service providers

Authority level

- Role reports to ICT Asset Manager. No direct reports and no indirect reports
- No budgetary authority

Additional Requirements

- Any other duties appropriate to the post and grade

Person specification

Community and partnership working are essential for all roles as are a commitment to Equality, Diversity and Inclusion and ensuring Health and Safety at Work for everyone working at Ealing Council.

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Essential knowledge, skills and abilities

1. Ability to communicate effectively with a wide variety of people at all levels of the Council in a professional manner, face to face, on the telephone and in writing
2. Good IT skills with an ability to use Microsoft Word and Excel to a very competent level
3. Excellent customer service skills with experience of managing customer expectations in a demanding environment
4. Good attention to detail and ability to show initiative
5. Ability to be flexible, planning and prioritising workload without supervision
6. Ability to prioritise, manage and perform under pressure to meet Service Level Agreements
7. Ability to work in a constantly evolving changeable work environment
8. Able to provide advice and guidance to Service Desk team members on asset management issues
9. Able to work flexible hours between 08:00 and 18:00 at an office location if required

Essential qualification(s) and experience

1. Experience of working to Service Level Agreements
2. Experience of Microsoft Office suite 2007 onwards

CAREER GRADE CRITERIA

Grade 5

1. NVQ Level 2/3 or equivalent experience

Grade 6

2. Ability to monitor and track stock levels using various stock systems and feedback to ICT Asset Manager and Service Delivery Administrator so stock levels are always maintained
3. Ability to provide accurate data relating to ICT stock and assets ensuring that information is presented and communicated effectively
4. Ability to work with customers to ensure all assets are returned to ICT as required, dealing with any disputes that may arise
5. Ability to support and assist the Service Delivery Team to deliver key objectives

Grade 7

All as per Grade 6 and

6. Ability to provide reports and analysis using complex data from various sources
7. Ability to take ownership when issues arise and see through to resolution
8. Ability to make valid contributions for service improvement and see through to implementation

9. Ability to source and order stock, ensuring all procurement processes are followed
10. ITIL Foundation accreditation

Values and behaviours

Improved life for residents	Trustworthy	Collaborative	Innovative	Accountable
• Is passionate about making Ealing a better place • Can see and appreciate things from a resident point of view • Understands what people want and need • Encourages change to tackle underlying causes or issues	• Does what they say they will do on time • Is open and honest • Treats all people fairly	• Ambitious and confident in leading partnerships • Offers to share knowledge and ideas • Challenges constructively and respectfully listens to feedback • Overcomes barriers to develop our outcomes for residents	• Tries out ways to do things better, faster and for less cost • Brings in ideas from outside to improve performance • Takes calculated risks to improve outcomes • Learns from mistakes and failures	• Encourages all stakeholders to participate in decision making • Makes things happen • Acts on feedback to improve performance • Works to high standards