



Coventry City Council

Job Description

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| Post: | ICT Operations Analyst | Job Number: | |
| Service: | ICT & Digital | Post Number: | |
| Location: | Various city wide | Grade: | 4 |

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Support the management and maintenance of a comprehensive suite of processes, techniques and tools to support the delivery of ICT & Digital governance and administrative processes in line with organisational performance metrics. This includes (but is not limited to), asset management, supplier management, contract management, change management, information management administration (e.g. Freedom of Information), audit compliance, health & safety, major incident management, service improvement, supply chain, resilience and business continuity

Supporting the implementation of service improvement and cost reduction initiatives with regards to the operation of the ICT & Digital service.

Main Duties and Responsibilities:

1. Maintain an up to date knowledge of the governance and compliance activities and standards required for the ICT & Digital Service
2. Improve and maintain systems and procedures for the service to improve and respond to change; including quality management and accreditation systems, and processes
3. Undertake project or research activity and analysis of data to support the work of the service / team as well as customer of the ICT & Digital Service
4. Support the financial administration for the operational service including the raising of orders and managing the invoicing process to our traded customers.
5. Maintain relationships with key supplier account managers and develop proactive and regular supplier account management reviews with the relevant ICT service leads.
6. Support end to end event co-ordination, management and facilitation for the ICT & Digital service, this may include (but not be limited to) account meetings, supplier demonstrations, meeting with external third parties, service briefings, corporate user groups etc.
7. Document management and creation in conjunction with the relevant ICT service lead which may include (but not be limited to) Service Level Agreement documents, maintenance of risk logs, maintenance of action logs and trackers, council, cabinet and elected member reports and presentations.

General Duties and Responsibilities:

1. Maintain, demonstrate and promote a culture of customer service
2. Communicate effectively, formally and informally, with colleagues, subordinates and users.
3. Be accountable for actions and decisions taken
4. Have responsibility for an area of work, including technical, financial and quality aspects.
5. Influence organisation, users, suppliers and peers on area of own specialism.
6. Develop business relationships with users.
7. Understand the relationship between own specialism and wider Council objectives.
8. Perform a challenging range and variety of complex technical or professional work activities.
9. Advise on available standards, methods, tools and applications relevant to own specialism
10. Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
11. Demonstrate leadership.
12. Take initiative to keep skills up to date.
13. Mentor more junior colleagues.
14. Maintain an awareness of developments in the industry.
15. Advise on scope and options for continuous operational improvement.
16. Demonstrate creativity and innovation in applying solutions
17. Commitment to acquiring and sharing business and technical skills and knowledge
18. Demonstrate professional attitudes (e.g. customer focus, value for money)
19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: ICT Operations Officer

Date Reviewed:

Updated: February 2022



Coventry City Council

Person Specification

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| Post: | ICT Operations Analyst | Job Number: | |
| Service: | ICT & Digital | Post Number: | |
| Location: | City Wide | Grade: | 4 |

| Area | Description |
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| Knowledge: | <ul style="list-style-type: none"> Knowledge of the services provided by Local Government –especially those of an ICT service. |
| | <ul style="list-style-type: none"> Good knowledge of Data Protection guidelines |
| | <ul style="list-style-type: none"> Knowledge of a range of office systems and procedures |
| | <ul style="list-style-type: none"> A good understanding of ICT in an office environment and a range of Microsoft applications. |

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| Skills and Abilities: | <ul style="list-style-type: none"> Excellent organisational skills to be able to organise and prioritise workload within the team |
| | <ul style="list-style-type: none"> Communication skills to be able to establish effective working relationships within the team and with customers |
| | <ul style="list-style-type: none"> Able to build and maintain critical working relationships |
| | <ul style="list-style-type: none"> Able to demonstrate creativity and innovation in the management and delivery of governance and compliance administration for the benefit of the organisation |
| | <ul style="list-style-type: none"> Able to demonstrate very good customer awareness and customer care in the delivery of services |
| | <ul style="list-style-type: none"> Able to write and review technical and non-technical documentation |
| | <ul style="list-style-type: none"> Able to effectively prioritise own workload |
| | <ul style="list-style-type: none"> Able to assess and advise on the scope of options for process improvements |
| | <ul style="list-style-type: none"> Ability to deal with confidential information appropriately |

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| Experience: | <ul style="list-style-type: none"> Experience of dealing with complicated enquiries from a wide range of people in order to resolve problems |
| | <ul style="list-style-type: none"> Using a range of ICT solutions and systems |
| | <ul style="list-style-type: none"> Handling a varied and busy workload within constrained timescales. |

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| Educational: | <ul style="list-style-type: none"> Good standard of numeracy and literacy |
| | <ul style="list-style-type: none"> Evidence of commitment to continued personal development |
| | <ul style="list-style-type: none"> |

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| Special Requirements: | |
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Date Reviewed:

Updated: February 2022