

Job Description

Job title	Lead Business Support Officer
Directorate	BUSINESS : Business Support
Division	ICT
Range	MPR 5
Reports to	ICT Business Support Manager

Main purpose of the job:

To be the lead business contact for all admin related functions & tasks with practical and procedural knowledge in the specialist area of ICT income generation and expenditure.

To manage ICT's current SLAs & assist the business support manager with budget monitoring.

To create procedure / guideline documentation to assist the Associate Business Support Officer with their financial responsibilities.

To have considerable direct responsibility for the training and mentoring the Associate Business Support Officer on procurement and admin processes / procedures. And be the lead on allocation of financial reconciliations and processing, ensuring these are followed within the guidelines.

To contribute towards the provision of an efficient, effective and customer focused Service Desk to the customers of Medway Council's ICT service.

To lead on the procurement of all software, hardware and computer supplies for the council, liaising with suppliers to obtain technical quotations for ICT equipment, raising orders, verifying invoices up to £100,000 for authorisation on all purchases undertaken by the ICT department.

To assist with customer calls at busy times, either via telephone, email or Service Desk system and strive to solve customer problems and requests at the first point of contact or to proactively assign them to specialist teams within ICT.

To handle calls and enquiries from suppliers and other organisations as necessary.

To log all calls on the Service Desk software system, ensuring they are logged accurately, and transferred efficiently if they cannot be resolved by the Service Desk.

Update all administration knowledge articles on the Service Desk system, to ensure Service Desk staff are aware of the admin procedures.

Answering queries, booking courses and accommodation as and when required.



Maintain the order log ensuring that it is up to date at all times.

Assist the Asset Management Officer with monitoring and maintaining software licenses as required.

Record telephone charges for mobile phones, checking and receiving payments, recording and paying networking costs, recharging and monitoring across the council.

Administer the mobile phone contract, including purchasing, transferring between suppliers (PAC codes) and all queries.

Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Lead business contact for all admin related functions & tasks with practical and procedural knowledge in the specialist area of ICT income generation and expenditure, managing external & internal SLAs and providing procedure documentation to assist the Associate Business Support Officer to improve efficiency & cover when not around. This ensures the income generated within ICT is fulfilled and helps the ICT Business Support Manager balance the budget each financial year.

Leading on all procurement of Hardware, Software and computer supplies for Medway Council, liaising with external suppliers to obtain technical quotations, raising orders, verifying invoices, and ensuring procurement guidelines & process are followed. This ensures that the ICT department are complying with legal requirements and ensures we obtain the best value for money for equipment purchased for the Council.

To contribute towards the provision of an efficient, effective and customer focused Service Desk to the customers of Medway Council's ICT service, assisting with Service Desk system calls and assigning appropriately. Handling calls & enquiries from suppliers and updating all related administration knowledge articles on the Service Desk System. This creates knowledge in the team to assist customers at first point of contact and decreases call wait times.

Assisting the ICT Asset Management Officer to maintain the Stock control system to ensure stock levels are replenished as and when required, answering any stock related questions and any amendments to the stock control system or Webshop. This enables users to get the ICT equipment they need quickly and keeps the service area up and running.

Assist the Asset Management Officer with monitoring and maintaining software licences as required, recording telephone charges for mobile phones, checking & receiving payments, recharging service areas for mobile network usage. This ensures users are charged accordingly and that they are receiving value for money.

Leading on ICT FOI requests, liaising with other ICT areas and organising a response in a timely manner. This ensures we comply with the FOI request policy and the response is responded too in the time allocated.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the ICT Business Support Manager

The post holder will have line management responsibility.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

HYBRID - a flexible working arrangement whereby an employee can undertake their work either in the office and/or partially or mainly from home on a temporary or permanent basis.



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Person Specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- Educated to A level or NVQ level 3, with a particular emphasis on English and mathematics.

Level B (in addition)

- Financial specialist qualification.

Level C (in addition)

- Higher knowledge & Technical qualification in a specialised area.
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Knowledge

Level A

- A good understanding of ICT terminology.
- A good understanding of financial management.
- Awareness of ITIL and how this can be effective in an ICT environment.
- Awareness in protecting sensitive data and mitigating cyber threats. Awareness in conducting security audits, vulnerability scans, and implementing security controls to ensure compliance with industry standards. Support in reducing the number of security incidents caused by human error and improving overall security posture of the technical area covered in this job profile.
- Awareness in creating accessible and inclusive environments for all individuals, including those with disabilities. Commitment to implementing inclusive solutions that meet accessibility standards. Support in fostering an inclusive culture where diversity is valued and all employees have equal access to opportunities and resources.

Level B (in addition)

- A detailed understanding of financial management.
- Demonstrable knowledge of the council's financial processes (Cost centres, forecast & budgets)

Level C (in addition)

- Higher knowledge & qualifications in financial management or other related specialised area.
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Experience

Level A

- Experience of using an industry standard Service Desk software system & dealing with customers in an SLA driven environment.
- Experience of working within an administrative department of a medium to large organisation, ideally within an ICT environment.

Level B (in addition)

- Experience of using the council's financial system. (Integra)
- Experience of issuing internal SLA's and associated journal transfers.

Level C (in addition)

- Experience of issuing SLA's and associated invoicing to external bodies.

Skills

Level A

- Excellent communication skills, the ability to communicate both at a technical level within IT and at a non-technical level with customers.
- Excellent customer service awareness.
- Competent in written and spoken English.
- Excellent telephone manner and customer care skills.
- Well organised with the ability to maintain accurate documentation.
- The ability to perform administrative functions in an organised and logical manner.
- Work effectively as part of a team.
- Work to deadlines and under pressure.
- A self- starter with a high level of personal motivation and initiative who will instigate improvements to processes.
- Provide a customer centred service awareness in the delivery of the service.

Level B (in addition)

- Demonstrable ability to work within defined procedures and to work independently, using initiative to deal with straightforward situations, referring to supervisor/line manager for unusual or difficult problems.
- Dexterity, co-ordination, or sensory skills, where there is some demand for precision and speed in the use of these skills, e.g. the general use of a computer during the working day.
- The ability to deal with high levels of work-related pressure from deadlines, interruptions, or conflicting demands.

Level C (in addition)

- Ability to use analytical skills to interpret complex information, data, and situations to develop solutions or plans for the medium term.
- Demonstrable ability to use own judgement and creativity to assess situations, solve straightforward problems and adapts to new ways of working.



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