



JOB TITLE:	Asset & Incident Management Officer		
GRADE:	G5	SERVICE AREA:	DaTS – Digital & Technology Services
JOB CODE:	SS00185		
REPORTS TO:	DaTS Customer Service Team Lead DaTS Customer Services Lead Officer – Asset & Incident Management	LOCATION:	3 rd Floor Civic Centre
SPECIAL CONDITIONS:	<ul style="list-style-type: none"> • Some overtime maybe required • Manual handling and lifting of stock items/deliveries • This post is covered by the Government’s Code of Practice on the English Language Fluency Duty for public sector workers 		

1. Main purpose of the job role:

- Deliver a customer focused Service within the Asset & Incident Management Team (including Stock Control) and the wider Service Desk team
- Provide support to users of the service desk and to all other Service Desk team members
- To communicate verbally with customers and provide advice and/or information in accurate spoken English
- Assist with the planning of the work schedule for the Desktop Installation Team the Stock Control Team and the Administration Team, taking into account DaTS resources and customers’ expectations
- Manage customer complaints with regard to the Asset & Incident Management Service, recording issues and ensuring problems are resolved.
- To manage Severe Service Disruptions (Major Incidents) through to resolution
- Maintenance and control of all databases and service catalogues related to the Asset & Incident Management Service.
- Control and monitor the use of Software Licences to ensure the Council is compliant with the manufactures’ terms and conditions and taking appropriate action to resolve any issues
- Control and monitor the use of the Councils mobile devices to ensure that all usage is in accordance with the Councils policy and taking appropriate action to resolve and escalate suspected inappropriate usage.

- Designing, creating and providing reports/statistical information as required by the service managers and its users
- Ensure that financial information is recorded correctly with regard to the Procurement Process so that onward recharging can be processed accurately
- Ensure that products included in the service catalogue are fit for purpose and offer value for money and that suppliers continually offer value for money
- Ensure that equipment orders & procurement requests are processed appropriately, from the point of ordering the goods through to delivery & storage in a secure environment
- Advise DaTS Service Delivery Managers and Service Users of processes, asset & incident issues and procurement of new technology
- Manage the Severe Service Disruption (SSD) process by advising and assisting third-line support teams (Applications Support, Data Centre, Networks), DaTS Service Delivery Managers and Service Users. Throughout the process ensure there is regular communication with all relevant stakeholders and manage customer expectations.
- Ensuring appropriate DaTS methods and tools are adopted and used effectively throughout the organisation
- Assisting the Strategic Supplier Manager, the AIM Team Leader and AIM Senior Officer with issues relating to the DaTS Service, for example financial management, policy and process development, implementing new initiatives
- Assist in Business Continuity and Disaster Recovery processes

2. Role specific duties and accountabilities:

- To work as part of a flexible team, providing a high-quality service to individuals, organisations and Partners, involved in regeneration initiatives.
- To develop a broad understanding of the service stakeholders and the Council's aims and objectives and mission, together with an in depth understanding of how these aims and objectives impact on the post holder's duties and responsibilities
- To contribute to the services and the Council's continued achievement of quality standards, including Investors in People, Charter Marks and ISO, through individual and team performance improvements.
- To seek to continually improve systems & processes in use within the team and the wider Service Desk function, particularly in relation to how these impact on the post.
- To participate positively in the implementation of new working methods and practices, as required.
- To maintain a good understanding of, and competence in using, the administrative systems of the team, including computer-based systems.

Team Working

- To work co-operatively with colleagues, customers and stakeholders so as to achieve the aims, objectives, standards and targets of the post, the team, the DaTS service and the Council.
- To use personal skills, knowledge and experience to optimum effect within the limits of the post.
- To prepare accurate specialist documentation, as relevant to the team

Personal Development

- To work positively and constructively with the line manager to identify strengths and agree action in relation to development needs, to set these out in a personal development plan and to review this, at least annually, with the line manager.
- The post holder is responsible for his / her own development, on a continuous basis, and as such will be expected to undergo suitable training.
- Other duties appropriate to the grade of the post as directed by senior management and/or as required.
- To deal with enquiries independently and effectively from all sources, including telephone callers and personal visitors. This includes responding to correspondence on general, technical and specialist matters within the post holder's competence.
- To initiate, attend and be an active participant in working / project groups and other meetings, as the team's representative, to identify, discuss and resolve current issues.
- To inform the relevant senior staff of all matters of concern arising within the scope of the post.
- The post holder must also undertake other duties within his / her competence, or otherwise appropriate to the grading of the post, as required.
- The post holder is responsible for his / her own development, on a continuous basis, and as such will be expected to undergo suitable training.

3. Corporate duties and accountabilities:

- The post holder will comply with and promote the Council's Health, Wellbeing and Safety at Work policies and ensure these are implemented effectively within his/her areas of responsibility.
- Through personal commitment and clear action, the post holder will promote the Council's employment policies, with particular reference to diversity, equality of access and treatment in employment, service delivery and community involvement. To support/develop a working culture within these services that reflects the corporate vision.

- Ensure that the services provided aligned to the Council strategy, vision, aims, objectives, priorities, and continuous improvement programme and play their part in achieving these. This includes compliance with Standing Orders, Financial Regulations, Code of Conduct and the Councils Policies and Procedures.
- This job description sets out a summary of the duties and accountabilities of the role. It is not intended to be exhaustive.
- To be aware of current national and local issues relating to Local Strategic Partnerships, Local Government and to the Council, insofar as they impact on the post or the post holder.



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Using the Job Description consider what essential behaviours, abilities and knowledge are required by a person to perform each of the main activities and accountabilities of the job safely and effectively.	Indicate when Assessment is possible: at Application form=A interview=I both=A/I test = T	WEIGHT CODE shows relative importance Low=1 Medium=2 High=3
Behaviours: refer to corporate behaviours document		
Professionalism - Actively seek ways to prevent over-complication or confusion of service delivery through innovation, being open to change and the removal of barriers including challenging negative behaviours.	A/I	3
Leadership - Leads by example, optimising those resources allocated, communicates clearly taking account and welcoming feedback. Takes a positive and resilient approach to change understanding the longer-term vision of the Council and/or service areas.	Not Applicable	
Accountability - Adopt a 'can do' attitude in the work that I deliver taking accountability for my own performance and development and responsibility for my actions and decisions. I will demonstrate inclusivity and promote the values of diversity and equality.	A/I	3
Transparency - Work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners and/or communities we serve.	A/I	3
Ethical - Aware of own impact on others through valuing openness, treating everyone with respect and listening carefully to understand the views of others in order to build trust.	A/I	3
Abilities/Skills: (refer to JE guidance document)		
Vision and commitment to achieving excellence in service provision	A/I	3
Able to evaluate options and advise a sound business resolution based on the DaTS Service Catalogue	A/I	3
Able to work in a structured way on own initiative or as part of a team	A/I	3
Able to demonstrate leadership qualities and be capable of taking a lead role in initiating and resolving issues	A/I	3
Excellent verbal and written communication skills; the ability to communicate verbally with customers and provide advice and/or information in accurate spoken English is essential for the post.	A/I	3
Ability to manipulate data within a variety of systems in order to provide management information	A/I	3
Able to manage own workload and those of others and consistently meet deadlines and performance targets	A/I	3
Able to work independently, interdependently, assertively and under pressure	A/I	3
Able to work as an effective, assertive and participative member of the DaTS team	A/I	3
Able to evidence commitment to continuing personal and professional development	A/I	3
Appreciation of and ability and experience of operating within a political environment	A/I	3

Proactively, guide, help, assist and mentor colleagues within the AIM Team and wider Service Desk Team	A/I	3
Ability to identify and resolve asset & inventory problems to ensure records are accurate for support, insurance, and software compliancy	A/I	3
Able to build and maintain effective professional working relationships at all levels across the organisation, including employees, managers, directors, members and other stakeholders	A/I	3
Proven ability to prioritise, plan and schedule work	A/I	3
Excellent written communication skills	A	
Good appreciation of wider local government and relevant national issues	A/I	2
Proactive, hardworking, self-motivated, and enthusiastic approach to work	I	3
Confident & Professional demeanour	I	3
Proven ability to prioritise, plan and schedule work	A/I	3
Knowledge/Experience: specify type, level and qualitative (not quantitative required); if any.	I	3
Knowledge of emerging trends in technologies and best practice in local government	A/I	3
Practical experience of operating in an Asset & Incident Management environment on a day-to-day basis	A/I	3
Practical experience of managing a range of stakeholders and operating in an DaTS environment to support business requirements	A/I	3
A broad technical knowledge of IT hardware, Software and Mobile Devices	A/I	3
Expertise in asset and incident management including the design and maintenance of asset inventory systems and usage of other asset management systems ie billing portals, supplier portals, licensing systems	A/I	3
Experience using and maintaining service desk software	A/I	3
Experience of Software Asset Management, Licensing and Software Audits	A/I	2
Knowledge of ITIL Service Desk	A/I	2
Experience of Software Asset Management, Licensing and Software Audits	A/I	3
Knowledge and appreciation of partnership working	A/I	3
To be knowledgeable & Computer literate (Word, Excel, Windows, General Ledger etc) and to be aware of how DaTS systems can be used to maximise support and streamline processes	A/I	3
Practical understanding and experience of working within a performance management framework	A/I	2
Practical understanding of the application of risk management	A/I	3
Practical understanding of application of health and safety at work	A/I	3
An awareness of, and commitment to, equality of opportunity	A/I	2
Experience of working in an DaTS Asset & Incident Management environment	A/I	3
Experience of using multiple inventory systems, billing, and supplier portals	A/I	3
Experience of working in an ITIL Framework environment	A/I	2
Evidence of continuous professional development (where applicable)		

Qualification: Specify any qualifications that are a minimum requirement, please include any equivalent qualifications that would be deemed acceptable or if this can be obtained through on the job experience.			
Qualified by experience within a Software Asset Management and asset & incident management environment		A/I	3
Other Essential Requirements		I	3
An awareness of, and commitment to, equality of opportunity		I	3
Awareness of, and commitment to, confidentiality and handling data			
		Date:	
Prepared by:	Moira McDonald	26/7/19	