

## Role Description and Employee Specification

We deliver great services to local communities on behalf of their local council. We are owned by the Councils and not shareholders, so we know our priorities and have strong values. At Publica we put people and our communities at the centre of everything.

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<b>Job title:</b>	ICT Support and Helpdesk Officer	<b>Location:</b>	Cirencester
<b>Department:</b>	ICT	<b>Service:</b>	Business Support
<b>Reports to:</b>	Carrie Stratford	<b>Working Hours:</b>	30
<b>Job group:</b>	Process & Internal Support	<b>Peer group no:</b>	PG-C5
<b>Business World Post number:</b>	880000113	<b>Direct Reports (if applicable):</b>	
<b>FTE Salary pro rata:</b>	£24,441.00 - £26,591.00	<b>Contract type:</b>	Permanent

<b>The what Main purpose of this specific role:</b>	Providing the main point of contact for the ICT service, answering ICT Helpdesk related calls for Publica and our Clients, and processing all relevant documentation.
<b>The how Main requirements for this specific role:</b>	<ul style="list-style-type: none"> <li>• Answering calls in relation to the Helpdesk and logging the relevant calls on the helpdesk software.</li> <li>• Resolving Helpdesk calls where possible, and when necessary, passing the call on to the appropriate member of the ICT team, and liaising with suppliers.</li> <li>• General administrative duties within the ICT service, which includes accurate record keeping, requisitioning, invoicing, and contract management.</li> </ul>

	<ul style="list-style-type: none"> <li>• <b>Procure Publica and all other clients ICT equipment, software and services as required, track and resolve in a timely manner.</b></li> </ul>
<b>Essential qualifications/skills /experience specific to this role:</b>	<ul style="list-style-type: none"> <li>• Experience of working in a similar or related role e.g ICT Helpdesk or Customer support team (internal or external)</li> <li>• Good level of IT skills including Microsoft 365</li> <li>• Customer focussed, responsive, and co-operative with customers</li> <li>• Qualifications equivalent to NVQ level 1 or GCSE in Maths and English</li> <li>• Ability to establish and maintain good working relationships</li> <li>• Natural and engaging style of communication</li> <li>• Ability to apply good judgement and query issues where appropriate</li> </ul>
<b>Desirable Requirements Qualifications, Skills and Abilities:</b>	<ul style="list-style-type: none"> <li>• The ability to learn new skills and tasks</li> <li>• Competent in using a range of technology and software packages, including Microsoft</li> <li>• Good written and verbal communication skills</li> <li>• A relevant qualification in Information Technology (e.g Microsoft Office exams)</li> <li>• Experience of using Helpdesk Software and general Ledger/Accounts package</li> <li>• Experience of working with any other application systems</li> </ul>
	<b>Generic Job Profile:</b>
<b>Main Purpose of a role within this job group:</b>	<p>The purpose of the role is:</p> <ul style="list-style-type: none"> <li>• To provide transactional services to support and assist the business function, process and service delivery</li> <li>• To respond to the needs of internal and external customers, within clearly defined business processes and ways of working in the specific function or business area</li> </ul>

<b>Key Responsibilities of a role within this job group:</b>	<ul style="list-style-type: none"><li>• Working under the general direction and guidance from the Business Manager or Operational Manager to undertake allocated tasks and duties as instructed</li><li>• Carry out end to end business processes in a timely and effective manner in accordance with quality standards, guidance and procedures</li><li>• Ensure all relevant customers and company information is captured and recorded accurately</li><li>• Handle queries and follow through to the appropriate, authorised level of resolution or redirect as required</li><li>• Update and maintain internal data and records</li><li>• Identify issues and escalate issues which may potentially impact service delivery</li><li>• Undertake any other duties as reasonably required to do so</li></ul>	
<b>General Accountabilities:</b>	<ul style="list-style-type: none"><li>• The post holder is responsible for maintaining a safe working environment and ensuring as far as reasonably practicable that safe working practices are adopted by employees within this work environment</li><li>• Work in compliance with the Codes of Conduct, Regulations and policies of Publica</li><li>• To support the response to a major incident, including taking up a designated role within the emergency management framework</li></ul>	
<b>Special Conditions:</b>	<ul style="list-style-type: none"><li>• There may be a requirement to work at other Publica Group (Support) Ltd and/or client locations to meet the needs of the business</li><li>• You will be expected to work reasonable additional hours in line with the needs of the service</li><li>• Full UK Driving License</li><li>• Ability to travel/ access to a vehicle for work purposes</li> <li>• Your role will require a Baseline Personnel Security Standard Check (BPSS)</li></ul>	
<b>Date reviewed:</b>	Click here to enter a date.	
<b>Reviewed by:</b>	Click here to enter text.	
<b>Manager job title:</b>	Carrie Stratford	
<b>Checked HRBP</b>	Name	Date