Job Description

Title – Programme Support Assistant

Post Number:	TS026
Grade /Scale:	5 – Salary £24,576 - £26,565
Weekly Hours:	37
Department:	Information Technology
Status:	Established
Responsible To:	Programme Support Officer
Responsible for:	No direct line supervision
Location Work base:	Force Headquarters
Job Role /Purpose:	To provide financial and programme support service, including appropriate administrative service to the IT Department, local force and regional peers
Contacts:	Corporate Finance staff, IT Department, Support Managers, Regional Colleagues, Operational and Support staff, Procurement & Support services, Suppliers, Vendors, Contractors
Equality and Diversity	Actively advance diversity /equality, work towards eliminating discrimination, harassment and victimisation and foster good relations between all groups of people

Person Specification

Knowledge, Skills & Abilities

Essential Criteria
A clear definition of the necessary criteria.

Knowledge/ Education (including qualifications):

- To be educated to "A" level standard and to hold GCSE Grade C/Level 4 or equivalent in English and Maths, or to be able to demonstrate skills and ability up to or above this level by relevant work experience using the above subjects to that standard.

Work Experience:

- To have experience in a financial and administrative environment, working within financial and administrative procedures, including experience of working with confidential financial and contractual information.
- Experience or the ability to, work in a customer service environment with an ability to resolve requests and enquiries in person, by phone or e-mail is critical to effective service delivery.
- Maintaining accurate records and attention to details whilst working to strict deadlines in a pressurised and multi-faceted environment.

- Working with minimal supervision, in a high demand, highly pressurised environment and making decisions within procedural guidelines as necessary.
- Transactional and asset data input, where accuracy is critical, retrieving and searching for information on databases and document preparation.
- To have experience of processing purchase orders and invoices and using MS Office and Financial Systems.
- Using checks to ensure their work is correct and suggesting service improvements, reviews and updates to procedures.

Personal / Interpersonal Skills, Aptitudes:

- Utilise highly developed verbal, written and interpersonal skills, to communicate confidently and effectively at all times.

- The ability to influence and negotiate with others positively, whilst maintaining good working relationships with a diverse range of people as part of a team. To be able to deal with Information Security Issues as they arise and liaise with the relevant depts to resolve.

- Using own initiative to successfully resolve challenges/ overcome difficult issues when processing financial, administrative and IT processes and follow-up activities.

- Able to produce user guides and keep processes and procedures up to date in a fast-changing environment.

Reasonable adjustments will be considered under the Equality Act 2010.

Desirable Criteria
Where available, elements that contribute to improved / immediate performance in the job.

Knowledge/ Education

- To be studying for or hold a professional qualification in finance, accounting, IT. These can include AAT Level 2, ITIL Level 4 Foundation.

Work Experience:

- To have an understanding of Information Technology to compliment ordering of IT goods and services.

- Demonstrate a good working knowledge of stock control and maintaining stock to the required level.

Special Skills:

- To have experience of working with and handling IT equipment.

Core Responsibilities/ Accountabilities

Operational:

Finance/ Orders:

To be responsible for ordering and equipping officers and staff with IT goods and services.

To deal with routine matters and arrange for non-routine and urgent matters to be dealt with in the absence of the IT Finance Programme Officer.

Ensure the maintenance of adequate manual/ computer-based budget recoding systems.

Obtain quotes using framework contracts and by liaising with suppliers.

Place orders for goods and services within the specified limits and input requisition into the Finance System with appropriate authorisation signatures.

To review and challenge where appropriate and where necessary, requests from officers and staff for IT equipment.

To maximise reutilisation of IT equipment returned to IT Stores, e.g USB sticks, in order to reduce waste and provide budgetary savings. To dispose of broken/unusable IT equipment in accordance with management guidelines and WEE disposal

Scrutinise orders for accruals.

Maintain records of expenditure within the devolved IT budgets- capital and revenue.

Prepare and collate recharge information and forward to the IT Finance Officer.

Process police staff overtime, enhancement and mileage claims, checking to ensure that in all respects they are correctly completed, properly authorised and coded, batched and passed to payroll.

Where appropriate, order of items using the internal ordering function via the finance system, examples include IT Hardware and Software.

Scrutinise invoices to ensure that in all respects they are correct and have the correct authorisation to process payment.

Process invoices, including identification of pre-payments.

To provide advice to the department on finance related matters, including giving advice on budget codes and spend.

To provide advice to officers and staff in relation to IT hardware and software, ensuring it meets both Force and user requirements.

Contribute to successful year end closedown by providing support to the IT Finance Programme Officer. This includes tasks such as true up of charges and orders, processing of invoices, order housekeeping and reporting of charges to devolved budgets holders.

Credit card purchases with varying limit values depending on the purchase required.

Provision of finance documentation regarding orders and budgets including evidential trail.

Management of supplier setup form requests.

Provide reports of information relating to orders, commitments, invoices and budgets.

Administration:

Utilise phone and network providers websites for the purposes of invoices and liaising with the companies to ensure invoicing is accurate.

To maintain the training budget and its administration.

To book staff onto training courses and conferences where requested and arrange accommodation and travel where needed.

To control departmental stationery levels and record accordingly.

To allocate upon request, lockers, imprest vouchers for meals, refreshments and fuel vouchers.

To administer meetings and take minutes for the IT department plus others as appropriate.

To sort and distribute incoming mail and prepare outgoing mail for dispatch.

To provide appropriate administrative support to the IT Management Team.

To organise venues and attendees for meetings as directed by the IT Management Team.

To assist with organising large-scale events on behalf of the department, such as Force Roadshows.

Administer the Change Process and maintain the change release calendar and associated forms.

To assist the IT Finance Officer with the maintenance of the IT Project Tracker.

To provide Traka administration, create new users and fobs, keys for the cabinet and maintain user and key lists and physical stock levels of associated kit.

To administer software licencing portals and assign/ remove users/ products as required.

To produce reports using a variety of software packages for the IT management team.

General:

To lift, move and carry boxes of IT equipment/ paperwork, within the office and around Force Headquarters.

To wear a work-wear uniform as part of the role as required.

Assist your line manager in the ongoing development of efficient and effective administrative processes relative to the unit, making recommendations for changes as appropriate.

To undertake day-to day duties required as directed by the IT Finance, Programme & Contracts Officer

Ensure correspondence and enquiries are dealt with as appropriate and within set timescales, responding in a timely manner to all ad-hoc queries and requests for information.

Ensure that reports relevant to the activities of the unit are prepared, run and distributed in accordance with schedules set by the IT Support Manager.

Attend supplier governance meetings to ensure service is satisfactory, including weekly conference calls where needed.

Provide support to processes and maintain records of contractor and IT staff vetting status.

Provide assistance to the IT Service Desk as and when appropriate to deal with all requests and faults reported to a reasonable output.

Undertake such other duties commensurate with the post as may be required for the safe and effective performance of the job.

This role description should develop along with the changing demands of policing reflected in Force objectives and priorities.

Actively promote equality of opportunity, work towards eliminating discrimination and promote good relations between all groups of people.

To be flexible in terms of working location and be prepared to work temporarily at other locations if/ when required.

Maintain the highest level of security, ensuring no unauthoried access to the IT workshop.

Inventory Management:

To maintain the goods inward function for IT orders and dealing with deliveries as appropriate.

To update the Force computer and communications equipment inventory and asset database, ensuring that both digital and manual records are accurately maintained and updated in respect of moves/ additions/ changes/ deletions.

To take delivery, check, asset/ smartwater incoming IT stock and distribute to the correct requestor/ team.

To liaise with external suppliers as required.

To undertake regular spot checks of IT stock to ensure levels of equipment are accurately maintained and the items securely stored.

Personal Values /Competencies

The competency and values framework sets out nationally recognised behaviours.

The framework has 6 Competencies – each competency can be split into 3 levels to fit around policing and non policing roles see here :   Competency and Values framework

    We analyse critically
    We are innovative and open-minded
    We are emotionally aware
    We take ownership
    We are collaborative
    We deliver, support and inspire

All competencies are underpinned by 4 Values that should underpin everything that we do :

    Integrity
    Impartiality
    Transparency
    Public Service

Other

Security Check Levels refer to vetting for the specific levels that relate to this job role:

Management Vetting (MV)

Security Check (SC)

Due to vetting requirements, all candidates must have five years continuous UK residency at the point of application, to be eligible to apply.

Car User: No