

ROLE PROFILE

Job Title: ICT Administrator	Role Reports to: Head of Technical Delivery	Business Function: Information, Comms & Tech	Grade: H
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Job Purpose: Provide administration support to the wider ICT team in relation to financial processes and billing for example, ICT contract management, processing purchase orders and supplier invoices, liaising with suppliers regarding payment queries.	Key Competencies: <ul style="list-style-type: none"> • Flexibility and Resilience • Meeting Customer Needs • Interpersonal Understanding • Results Focus • Problem Solving and Decision Making • Future Focus
Key Responsibilities: <ol style="list-style-type: none"> 1. Keeping accurate, up-to-date records of all expenditure and recording annual maintenance contracts and suppliers. 2. Responsible for updating and maintaining the ICT budget, tracking the spend against forecast highlighting issues to the Head of Technical Delivery. 3. Process supplier invoices and purchase orders ensuring correct codes are used. 4. Maintain telephony maintenance records across the Group including liaising with telephony suppliers and finance and providing customers with support for the mobile and fixed lines billing process 5. Perform analysis on regular spend to ensure value for money is achieved, submitting service improvement tasks where appropriate 6. IT contact for all financial and billing enquiries. 7. Processes overtime records and submits to Payroll 8. Process and keep track of IT contracts and contract renewals working with Legal, Finance, and other appropriate departments and functions. 9. Responsible for credit card transactions ensuring coding is correctly processed monthly. 10. Responsible for quotes and renewals mailbox to ensure all contracts are processed to required timescales. 11. Undertake additional duties appropriate to the role and/or grade. 	

	Essential	Desirable
Knowledge	<ul style="list-style-type: none"> • Experience in using Service Desk management software for managing new requests. • Advanced experience in using Microsoft Office products. 	<ul style="list-style-type: none"> • Functional knowledge of the Housing Sector
Skills	<ul style="list-style-type: none"> • Ability to perform detailed problem analysis. • Good verbal and written communication skills and able to communicate effectively at all levels. • Good questioning and listening skills. • Excellent customer service skills. • Advanced Excel Skills. • Strong problem-solving skills. • Good time management and organisational skills. 	
Experience	<ul style="list-style-type: none"> • Experience in procurement and invoicing. • Experience in managing and maintaining accurate data. • Experience in managing and maintaining vendor contracts. • Experience working within a Customer Service environment. • Financial processing experience. 	
Qualifications/Education	<ul style="list-style-type: none"> • GCSE Maths and English (or equivalent) 	

People Management Responsibility?	No line management responsibility.
Budgetary Responsibility?	No budgetary responsibility.
Key Relationships (internal/external)	<ul style="list-style-type: none"> • Build and maintain positive relationships with others at all levels of the organisation. • Establish a positive relationship with internal and external customers, partners, contractors and suppliers • Support customers and board members as necessary
<p>Safeguarding of Children Young people and Vulnerable Adults</p> <p>Your Housing Group is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff to share this commitment.</p> <p>As a Your Housing Group employee, it is your responsibility to attend safeguarding training in accordance with YHG safeguarding training strategy and to be aware of and work in accordance with the YHG safeguarding policies and procedures and to raise any concerns relating to such procedures which may be noted during the course of duty.</p>	

Key Role Performance Indicators
<ol style="list-style-type: none"> 1. Ensure that a minimum of 95% of Purchase Orders raised are auto matched 2. Ensure that a minimum of 95% of all ICT budget entries are recorded accurately 3. Ensure that a minimum of 95% of all Groups Telephony data is accurately maintained

Date Role Profile Created/Updated:	November 2019
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