

# Role Profile and Person Specification

## ROLE PROFILE

<b>Role Title:</b>	Stores Technician	<b>Leadership level:</b>	
<b>JRN:</b>	30650	<b>Job family:</b>	
<b>Band:</b>	3	<b>Location:</b>	Location Based
<b>Allowances:</b>	As per contract	<b>Politically restricted:</b>	No
<b>Department:</b>	Digital Policing	<b>Vetting level:</b>	RV
<b>Reporting to:</b>	End User Device Coordinator	<b>Date Published:</b>	November 2023
<b>Posts responsible for:</b>	None		

### Part A – Job Description

#### Overall purpose of the role:

Participate in the delivery of a performant, cost effective and appropriately resilient Digital Policing stores support service, that meets the agreed service level for critical business functions.

- Maintain, check and audit stock of designated Digital Policing equipment and accessories,
- Administer the Digital Policing asset register for equipment held in the Digital Policing Stores
- Oversee EUD Equipment returns, repair and replacement process
- Support Continuous Service Improvement of our EUD Estate
- Provide advice and guidance on the use of equipment.

#### Key responsibilities of the role:

<b>1</b>	Issue new equipment ensuring items are available for users and appropriate documentation is maintained in an accurate state.
<b>2</b>	Demonstrate the use of equipment when required, to ensure the user is aware of basic operating functions.
<b>3</b>	Receive in new and replacement stores held equipment, in line with agreed procedures, maintaining an accurate inventory to ensure that the Digital Policing register can be updated.
<b>4</b>	Monitor stock levels, ensuring accurate and reliable stock records are maintained and minimum stock levels are always available.
<b>5</b>	Undertake equipment checks and routine maintenance in accordance with procedures to ensure reliable kit is available for the user.
<b>6</b>	Decommissioning of ICT end user devices and associated accessories in accordance with procedures and information security standards.
<b>7</b>	Arrange the destruction and disposal of designated stores equipment with 3 <sup>rd</sup> Party suppliers ensuring the Digital Policing asset register is updated and full collection inventory is received. Ensure that disposal certificates are retained securely for future inspection.
<b>8</b>	Support Digital Policing technicians with large internal projects, working from various locations within the force area
<b>9</b>	Ensure and implement safe working practices adhering to Health and Safety requirements, providing guidance and identifying and rectifying risks/issues

### Part B – Scope of contacts

#### Internal / External relationships:

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**Internal:** System Owners and DP service users

**External:** Third Party Suppliers & Third Party Users i.e Supplier and Disposal companies.

## Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

## Part D – Continuous Professional Development (CPD) role 6 months

### First 6 months

1

2

3

4

### 12 months and beyond

5

6

7

8

## Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	1st and 2nd line support experience Customer Service experience	Experience of using an ITSM tool Supplier management experience	Application/interview/ CPD

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Planning and organising	Excellent time management able to meet deadlines	Demonstrable planning and organising capability	Application/interview/CPD
Problem solving and initiative		Able to manage multiple concurrent activities	Application/interview/CPD
Management and teamwork		Quickly builds rapport with internal/external stakeholders	Application/interview/CPD
Communicating and influencing	Demonstrable all-round communication skills	Experience in influencing and negotiating in a team setting	Application/interview/CPD
Other skills and behaviours	Ability to use computer systems to maintain asset records.		Application/interview/CPD