

Role Profile and Person Specification

ROLE PROFILE

Role Title:	End User Device Coordinator	Leadership stage:	1
JRN:	30649	Job family:	
Band:	4	Location:	Agile
Allowances:	As per contract	Politically restricted:	No
Department:	Digital Policing	Vetting level:	RV
Reporting to:	EUD Delivery Team Leader	Date Published:	January 2024
Posts responsible for:	Allocated staff		

Coordinate the delivery of a performant, cost effective and appropriately resilient stores service to support the Digital Policing data device support portfolio, that meets the agreed service level for critical business functions.

- Maintain, monitor and oversee stock audits of end user data device equipment and accessories.
- Ensure the accuracy of the Digital Policing asset register to support the end user data device equipment lifecycle.
- Provide advice and guidance on the use of equipment.
- Manage the return, repair, and replacement process for Body Worn Video devices, including the administration of user accounts.

Supervise the Stores Technician team, ensuring that they deliver an outstanding service to officers and staff throughout the force in line with the force key values.

Key responsibilities of the role:

1	Responsible for the lifecycle of devices whilst in the IT Stores environment. Ensuring a smooth transition from receipt of equipment from suppliers to the management of equipment whilst in Stores, in line with a secure and audited storage facility, through to the issuing of stock to technical staff and users. Ensure that appropriate stock administration documentation is maintained, is accurate and available for review.
2	Maintain up to date knowledge in the use of the force's technical equipment, having the ability to give an overview and demonstrate the equipment's use, ensuring the user is aware of basic operating functions on receipt.
3	Liaise with technical staff and third-party service providers to manage the disposal and replacement of stores equipment when required and in line with procedures, ensure adequate stocks are always available for users.
4	Coordinate and manage audits of stock within IT Stores, including monthly stock takes to ensure accurate and reliable stock management. Ensure records are maintained to provide management information when requested.
5	Undertake equipment checks and routine maintenance in accordance with procedures to ensure reliable kit is available for the user on demand.

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6	Responsible for the wellbeing and performance management of the IT Stores Technicians. Providing leadership and direction to the team ensuring they have the skills, knowledge, behaviours, and experience to be productive in their role and reach their full potential.
7	Ensure the appropriate decommissioning and secure disposal of redundant Digital Policing data devices and associated accessories/stock in line with DP policy and procedure and in accordance with information security/legal requirements.
8	Lead on the delivery of an effective and efficient BWV asset management and device maintenance service. Ensuring the accuracy of user account administration, asset management records and the maintenance of hardware devices with the support of the 3 rd party supplier in line with the asset lifecycle process.
9	Liaise with external suppliers on availability of computer accessories and peripherals to maintain appropriate stock levels. Creating and maintaining an order log for kit needed to support the force activities.
10	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:

Internal: DP service teams, BWV user group, Business Services teams, operational and enabling services staff, Device users.

External: 3rd party suppliers

Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

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

First 6 months

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12 months and beyond	
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Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Previous experience of providing a 1st line support provision, providing advice and guidance on end user data devices.</p> <p>Demonstrable knowledge and experience of working within a service management environment, supporting incident management and request fulfilment in line with policy and procedures.</p> <p>Experience working in a front facing Customer Service environment.</p>	<p>Demonstrable experience of Supplier management.</p> <p>An understanding of ITIL framework for Service Management.</p> <p>Experience of managing and maintaining stock control levels and carrying out stock audits.</p>	Application/interview/CPD

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	<p>Experience of working within an IT Stores support service.</p> <p>Experience of using an ITSM tool.</p>		
Planning and organising	<p>An ability to proactively assess priorities and effectively manage them in line with organisational priorities and Service Level Agreements (SLAs).</p> <p>An ability to prioritise workloads whilst meeting deadlines and maintaining customer satisfaction.</p> <p>Experience of planning and prioritising the workload of a team.</p> <p>Experience of managing suppliers, holding them to an agreed SLA.</p>	Experience of delivering an ICT Stores function with a vision of identifying and improving the performance of the service.	Application/interview/CPD
Problem solving and initiative	<p>Demonstrable experience of working under own initiative to prioritise activity to meet the needs of the business.</p> <p>Demonstrable analytical thinking.</p>	Experience of assessing and initiating plans independently ahead of instruction.	Application/interview/CPD
Management and teamwork	Experience of supervising staff in the delivery of a technical support service.	Quickly builds rapport with internal/external stakeholders.	Application/interview/CPD

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	<p>Knowledge and experience working with technical IT teams.</p> <p>Ability to take ownership/share tasks between colleagues to achieve required results.</p>		
Communicating and influencing	<p>Demonstrable all-round communication skills.</p> <p>Experience in influencing and negotiating in a team setting.</p> <p>Ability to bridge the gap between technical and business language to create pragmatic, appropriate solutions.</p> <p>The ability to provide an exceptional level of customer service, supporting end user colleagues at all levels of seniority in their use of technology.</p>		Application/interview/ CPD
Other skills and behaviours	<p>Demonstrates a versatile attitude with the ability to adapt quickly to change.</p>	<p>Experience of working in a public sector or police force environment.</p>	Application/interview/ CPD