

ROLE DESCRIPTION

Job Title	Digital Governance Assistant
Salary Band	SCP 16 - 19
Reporting to	Digital Governance Officer
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A
Contract	Permanent

1. Primary Purpose of the Post
<ul style="list-style-type: none"> To support the Digital Governance and Compliance Manager in the establishment of effective governance procedures throughout the Digital service area of the Liverpool City Region Combined Authority (LCRCA). To observe and monitor established governance arrangements across the Digital service area to provide assurance that processes are being followed. To maintain records relating to third party licence, service, maintenance and support contracts with suppliers of Digital services in order to enable effective management of those assets. To assist the Digital Governance Officer in ensuring that software licence compliance is maintained and assets optimised. To assist the Digital Governance Officer to collate service information in order to support senior colleagues in the management of Digital services To deal with mobile phone connection arrangements within a significant mobile telephony estate
2. Your responsibilities
Key Role Specific Responsibilities
1. Governance <ul style="list-style-type: none"> Develop understanding of LCRCA's business objectives and how effective Digital governance arrangements contribute to service delivery. Be proactive in the development of governance good practice throughout the Digital service. Provide support in relation to governance matters for Digital management and staff. Carry out administration in relation to support, maintenance, service and licence contracts with 3rd party suppliers of digital services. Undertake licence processes including monitoring, reconciling, procuring and assigning such assets to ensure that the licence estate is compliant and optimised Undertake proactive research of IT and digital governance good practice.



2. IT Service Management Information

- Collate service management information to provide oversight and support decision making regarding Digital services within the LCRCA.
- Maintain third party contract records within the IT service management system.
- Conduct effective administration and reporting of governance issues with regard to Digital service contracts.
- Provide regular reports to Digital managers on the impact of the Change Enablement process on Digital service delivery.
- Produce management reports on hardware, software and associated assets.
- Create and maintain up to date process documentation.

3. Monitoring and reviewing

- Monitor Digital governance procedures and the provide governance advice to colleagues.
- Monitor Digital operational service change enablement governance within the overall IT service management system.
- Monitor and maintain Digital asset management records within the overall IT service management system.
- Proactively monitor and review compliance with procedures for the effective management of Digital assets.
- Assist with the review and assessment of risks in Digital service area.

4. Mobile telephony

- Monitoring of connections and review of data usage caps to ensure optimal use of corporate data allocation
- Working with our mobile network service provider to resolve connection issues
- Monitor and control mobile phone stocks
- Providing monthly monitoring information to service areas to enable them to control connections within their area.

5. Communicating

- Communicate effectively on governance matters with suppliers, customers, partners and colleagues.

3. General Corporate Responsibilities

- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of Digital services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.



- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: Digital Governance Assistant

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
5 GCSE including Maths and English (or equivalents) at grades C/4 or above	D	AC
ITIL v3/4 Foundation	D	AC

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of Microsoft Office packages including Word, Excel and Outlook (or other Office suites such as Google Workspace)	E	A,I
Experience of supplier and contract management.	D	A,I
Experience of the control of assets within a large and complex estate.	D	A,I
Experience of the review and administration of contracts with 3rd party suppliers.	D	A,I
Knowledge of IT standards and best practice	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Good organisational skills, effective time management, and the ability to work to deadlines while efficiently organising own workload	E	A,I
Ability to communicate effectively at all levels both verbally and in written form.	E	A,I
Possess a keen attention to detail	D	A,I
Ability to create and maintain process documentation.	D	A,I
Ability to analyse data to produce service management information	E	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
Demonstrate a genuine desire to work with people in order to provide excellent IT services.	D	A,I
Demonstratable can-do attitude.	E	A,I
Determination to deliver.	D	A,I
Commitment to working within a team environment.	D	A,I

Core Behavioural Competencies	E = Essential	Identified By
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	D = Desirable	
Willingness to work flexibly as and when required to meet the requirements of the role.	E	A,I
Ability to work effectively and efficiently from home and in the office.	E	A,I

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment