



## **ROLE DESCRIPTION**

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

### **1. Primary Purpose of the Post**

- 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**

- 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

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

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

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

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

<b>Core Behavioural Competencies</b>	<b>E = Essential</b>	<b>Identified By</b>
--------------------------------------	----------------------	----------------------



	<b>D = Desirable</b>	
Willingness to work flexibly as and when required to meet the requirements of the role.	<b>E</b>	<b>A,I</b>
Ability to work effectively and efficiently from home and in the office.	<b>E</b>	<b>A,I</b>

**Key to Assessment Methods:**

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