Job Title: ICT Officer **Department:** ICT	**Job Holder**:	**Grade/salary** Up to £35,010 depending on experience

Position of Job in Organisation Structure


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                    ┌─────────────────────┐
                    │     MAIN BOARD      │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │   Chief Executive   │
                    └─────────────────────┘
         ┌────────────────────┐
         │  Finance Director  │
         └────────────────────┘
         ┌────────────────────────┐
         │ ICT Systems Co-ordinator│
         └────────────────────────┘
         ┌────────────────────┐
         │    ICT Officer     │
         └────────────────────┘
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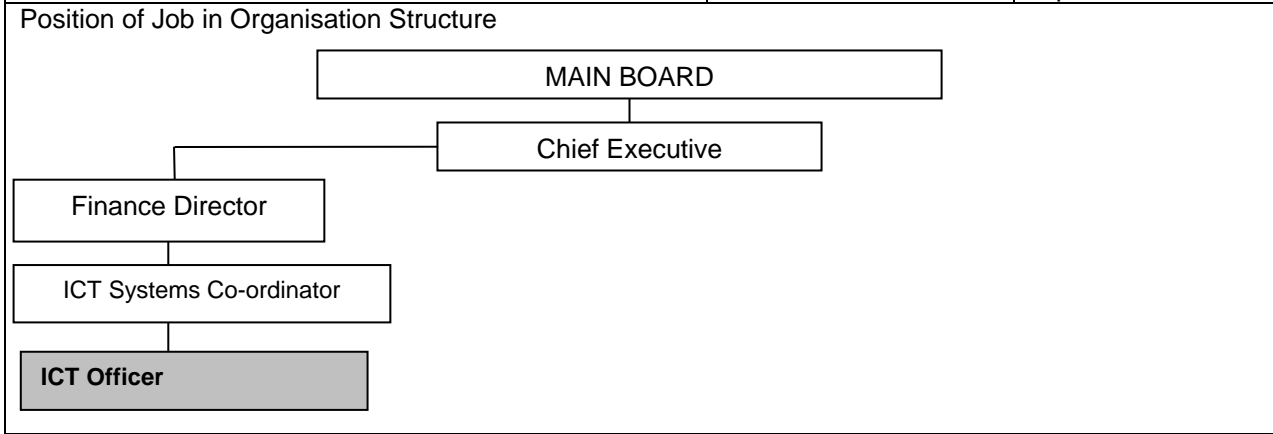
Main Purpose of the Job;
You will support in the design, specification and ongoing management of the software systems and environment that will be critical to the successful transformation of the organisation. This is a critical role in delivering a step-change in systems improvement through rationalising and harmonising the existing infrastructure to ensure more effective and efficient service delivery. Also, this role will support a significant change in the (external) customer experience by supporting the design and roll-out of customer and staff 'self service' solutions, reducing and streamlining processes and enabling staff remote working.

Core responsibilities:	**Key results/outcomes/impact**
1. To enable the delivery of significant improvements in how the Association uses ICT, initially as part of the wider business transformation programme known internally as 'Customer 1st'.	a. Delivery of the Customer 1st technology pathway activities on time and to required quality.
2. Support ongoing business improvement by contributing to enhancing the core system on which the business operates (QL by Aareaon).	a. Improved management of tasks and processes in Aareon's QL. b. Improved user experience of QL.
3. Assist with the strategic procurement of hardware and software, and contract management.	a. Procurement of appropriate hardware and software to achieve transformation objectives. b. Robust, commercially appropriate contracts agreed with suppliers with clear contract objectives and outcomes.
4. Support mobile working to enable staff to be more flexible in how and where they work	a. Delivery of digital tools to allow front-line staff to operate more responsively when working out of the office.
5. Support customer self-service through improvements to current systems and supporting the development of new solutions	a. Improved customer experience through the

	implementation of customer self-service solutions.
	b. Realise efficiencies through the customer service function by reducing manual processing of customer transactions.
6. Improve systems integration	a. Systems integration plan delivered to project brief (timescales and quality etc).
7. Liaise with the data team to support improved business performance reporting	a. Transformation of customer and business insight provision by ensuring reporting systems and data are fit for purpose.
8. Data / systems architecture	a. Business and consumer data is managed to ensure resilience, usability, scalability and compliance with relevant legislation.

Accountability:

People: N/A   Budget: N/A   KPI's: Departmental KPI's
                                                     Delivery of Customer 1st Technology plan
                                                     Effective communication links
                                                     Problem resolution

Responsible to: ICT Systems Co-ordinator
Responsible for: N/A

Key relationships with:
Departmental staff
IT Department staff
Customers
Software/Hardware maintenance contractors
Suppliers of ICT systems

Essential skills, experience and competences:
Detailed in Person Specification

Sign off (Chief Executive) …………………………………………….. Date …………………..
Specific targets agreed:
-
-
-
Review date…………………