REGULATOR OF SOCIAL HOUSING (RSH) ROLE PROFILE			

Role	IT Co-Ordinator	Directorate	F&CS
Reports To	AD IT/Digital Services	Section	IT/Digital Services
Post Reference	HR complete	Grade	Grade 11

Purpose of the Role

The IT and Digital Services team is responsible for the efficient and effective development, delivery and continuous improvement of Digital Services. The IT and Digital Services team is currently a small team consisting of the Assistant Director (AD) of IT and Digital Services and a Digital Officer, with plans to grow over the coming months.

The IT Co-ordinator will support the team by providing flexible and high-quality IT administration support including co-ordination of meetings, note taking, development of a number of registers to track IT equipment and policies. The role will include managing the email inbox and coordinating issues raised, liaising between parties to ensure resolution in a timely and compliant manner.

Main Duties and Key Accountabilities of the jobholder

Key Accountabilities:

1. To provide comprehensive administrative support to the IT and Digital team and positively contribute to the delivery of the IT strategy and implementation of a new IT service provider
2. Maintain IT and Digital asset records in an organised manner
3. Manage the IT mailbox, dealing with queries and requests for services in a timely manner and in accordance with internal service standards.
4. Provide support to the members of the IT and Digital team to assist in facilitating the smooth and efficient running of services as required
5. Co-ordinate and arrange IT meetings, taking comprehensive notes and maintaining lists of actions. Developing strong working relationships with colleagues across RSH to follow up with action holders to ensure actions are completed as agreed.
6. Take responsibility for the coordination and resolution of IT issues by liaising between parties about any problem IT requests (user, service provider and the internal team) coordinating the resolution and escalating where necessary to ensure such problems are resolved for the user as quickly and efficiently as possible and within the expected KPIs.
7. Undertake IT audits as requested and maintain all IT asset registers raising any issues with the AD for IT and Digital Services as necessary.
8. Take responsibility for ensuring the development and maintenance of all IT policies by policy owner and liaise with other departments to ensure we have a register of all IT policies and the dates they are due for renewal.
9. Ensure that that the IT policy document owner is aware of the renewal dates and coordinate the updates.
10. Support the AD to develop and execute a schedule of security exercises such as Phishing exercises to ensure robust IT Security, following up any queries with end users
11. Provide a single point of access for IT queries and escalate accordingly
12. Follow up enquires about projects and services related to IT and Digital department, providing project support where required.
13. Collate any information or data required by the team such as performance information related to IT services, subject access or Freedom of Information enquiries
14. To carry out surveys and collate the results.
15. Support with procuring goods, services and suppliers in line with the procurement policy and government spend controls, developing effective working relationships with suppliers.

Working Relationships and Contacts

External Relationships:
- IT service providers

Internal Relationships:
- IT/Digital Team
- IT users

Core job skills

Qualifications, knowledge, skills and experience

- Degree in a relevant subject, or equivalent relevant work experience
- Excellent organisation and record keeping skills, with a strong eye for detail
- Strong administration skills, with knowledge and experience of working within in a complex environment, with excellent organisation and record keeping skills, with a strong eye for detail.
- A good understanding of data protection/GDPR and the application of this within the workplace.
- Excellent written communication skills, with the ability to draft communication and minutes clearly
- Strong verbal communication skills, with the ability to develop relationships and communicate with a broad range of people at all levels of an organisation
- Good IT skills, with the ability to use a range of Microsoft Products such as Excel, Word and PowerPoint
- Ability to prioritise own work
- Strong analytic and problem-solving skills
- Self-motivated with a proactive approach and the ability to plan and manage competing demands, coordinating and delivering a range of simultaneous tasks and activities.

Desirables
- Degree in an IT relevant subject, or equivalent IT related work experience
- Knowledge or experience of working within the public sector or a regulatory environment

General Responsibilities

- To adhere to RSH's equality and diversity and equal opportunities policies in all activities and to actively promote equality of opportunity.
- To be responsible for your own health and safety and that of your colleagues and all others in the workplace, in accordance with RSH Health and Safety policies.
- To demonstrate RSH core values in all working relationships within the workplace
- To work in accordance with RSH Data Protection Polices and adhere to RSH Freedom of Information policies where appropriate.
- To undertake such other duties as may be reasonably expected.