Services for schools, owned by schools

Job Description

Job Title: Digital Delivery Support Analyst	**Service Area:** Education ICT
Grade: Scale 5	**Job Number:**
Date last updated: May 2019	**Date of last evaluation:** May 2019

Our purpose is to advance children and young people's education and improve the lives of all members of the community. We provide solutions that free up leadership time allowing schools to concentrate on teaching and learning through a one-stop shop for school services. Providing flexible and bespoke support for schools' Education ICT, HR, Governor Services and School Management.

All NPW employees are expected to deliver high performance, be focussed on continuous improvement and development, work flexibly, and be customer focussed.

Job Context

To deliver high quality financial services to NPW's school customers as well as the various internal services, departments and partners. Working alongside the Finance Controller to manage, maintain and develop a fit for purpose finance function that will provide effective finance systems and processes.

1. The post holder reports to a designated Service Manager.
2. The post holder has no line management responsibility.
3. The post holder has no budget responsibility.

Key Accountabilities

Key tasks and accountabilities are intended to be a guide to the range and level of work expected of the postholder. This is not an exhaustive list of all tasks that may fall to the postholder and employees will be expected to carry out such other reasonable duties which may be required from time to time. The following duties will be carried out with directed supervision at various school sites.

Customer Service and Engagement

1. To engage with customers and management to ensure that Digital Strategies are operationally realised.
2. To keep up to date with technological and learning trends and present ideas to customers and management creating cost effective platforms
3. To provide users a face to face support service to ensure they are equipped to make best use of implemented technology

Pro Active and Re Active Technical Support

4. To ensure that pro-active technical checks are completed to minimise disruption to service users
5. To monitor fault trends and reduce failure rates by implementing permanent solutions
6. To provide a timely re-active support service to minimise disruption to service users
7. To deliver project work as directed
8. To ensure all technology platforms are secure and in accordance to safeguarding and data protection requirements
9. To maintain accurate records relating to incidents, requests, assets, licenses and other aspects of IT Service Management
10. Update records throughout all stages of all process in order for customers to view the latest information at any time.

End User Guidance and Support

11. To ensure that end users are provided guidance and support for technology ensuring that the overall Digital Strategy is realised
12. To be the point of contact for 'How Do I' queries enabling users to develop familiarity
13. To create documented guidance for users

Additional Requirements

14. To provide on-assistance to NPW central teams where required.
15. To promote one team culture and uphold the brand value of NPW
16. To apply the behaviours within NPWs competency framework at the appropriate levels described within the person specification
17. To carry out other duties that are in line with the purpose and grade of the job

Person Specification

SAFEGUARDING
We are committed to safeguarding and promoting the welfare of children and young people. All employees are expected to share this commitment by ensuring that safeguarding procedures are followed in the course of their work.

EQUALITY AND DIVERSITY
We are committed to and champion equality and diversity in all aspects of employment with NPW. All employees are expected to understand and promote our Equality and Diversity Policy in the course of their work.

Key Criteria

	Criteria *E = Essential, D = Desirable*
Skills and Abilities • Ability to resolve problems with end user devices and technology platforms • Ability to record detailed information accurately, reviewing with the customer and prompting for additional information as required. • Ability to follow and relay detailed instructions to customers to assist in incident management and request fulfilment • Ability to use ICT systems and tools to provide remote support including resolving incidents, fulfilling requests an queries • Ability to use monitoring tools, responding to alerts and initiating appropriate action in line with agreed processes. • Ability to prioritise work to meet service level agreement targets • Ability to create, maintain and create effective documentation on processes and procedures and provide training and other support to ensure effective handover • Proven ability to communicate effectively in both written and oral presentation and at all levels; in plain English. • Knowledge of and ability to work to best practice frameworks (ITIL, FITS) • Knowledge of the legal and regulatory framework relevant to the management of a public sector/education ICT service	
Experience • Experience of providing technical support to end users over the phone, using remote support tools and face to face.	
Qualifications • Industry recognised technical ICT qualification or demonstrable awareness.	
Knowledge • Knowledge of educational technology platforms and ICT services including cloud platforms (G Suite/O365/Meraki).	

Personal Attributes • Ability to communicate with staff and students with varying levels of ICT skills in potentially pressured circumstances • Ability to empathise with customers and respond flexibly to circumstances	

Core Competencies

The framework has various levels within each competency to make it relevant for all grade of employee. The table below details the competencies and levels that are required for this post. Please refer to the NPW Competency Framework, for the full criteria for each competency and level.

Competency	Level	Description
Customer Care and Service Delivery Understanding the needs of the customer and prioritising to ensure customer satisfaction.	2	• Develops internal relationships to improve service delivery • Introduces improvements to the way things are done to maximise customers' experience • Acts quickly to resolve problems and issues, giving priority to maintaining service to customers • Challenges poor services by others and helps them to improve
Collaborative Working Working with and understanding the roles of internal staff / service and external agencies.	2	• Puts own priorities to one side if necessary to support the greater need of the team • Recognises and values different contributions from colleagues –allocated the most suitable work based on individual skills • Keeps team informed and encouraged • Seeks views and opinions from colleagues and stakeholders, considering them when making decisions
Seeking Excellence Identifying potential for improvement in our own service area and NPW as an organisation.	2	• Uses feedback from others to self-develop and improve work processes • Listens to concerns about change and tries to find solutions • Adapts quickly to changes and encourages positive thinking • Encourages a culture of continuous improvement, clearly explaining the benefits of change
Communication and Relationships Ability to work effectively with other people via difference methods, both inside and outside of NPW, building and promoting effective working relationships.	2	• Shows understanding of others viewpoints and ideas • Enhances communication through the use of visual aids and technology when appropriate • Shares information and communicates effectively with others • Provides active support to enable individuals to communicate and participate in communication • Successfully persuades people of the benefits of a particular approach / idea
Achieving Results How well we reach our individual objectives and deadlines, dealing with obstacles to ensure completion.	2	• Willingly accepts challenging goals • Encourages hard work and high standards in self and others • Takes responsibility for achieving outcomes and making appropriate decisions • Develop new ways of working to achieve results • Puts in extra effort to overcome difficulties

Specific Competencies

Competency	Level	Description
Forward Planning Having a clear plan for achieving objectives and monitoring progress	1	• Plans own workloads to meet agreed deadlines, objectives and priorities • Keeps track of tasks without being reminded • Checks own work for quality and accuracy against agreed standards • Alerts others if potential problems appear • Plans and prioritises workload appropriately • Makes effective use of time
Business Awareness Understanding the direction and strategic plan for our service area and NPW as an organisation.	1	• Shows understanding of the purpose of own job within the organisation • Is aware of the services provided throughout all departments within the organisation • Understanding the strategic themes and their importance to the business • Shows understanding of the knock-on effects of mistakes and poor communication