IT Assets Management and Contracts Lead

Information, Systems & Change

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| **Overview** | |
| **Role Purpose** | Notting Hill Genesis (NHG) is committed to working with residents to ensure that we understand their priorities and expectations for their neighbourhood, their homes and the services they receive from us.  Based in the IT Service Delivery Team, the IT Assets Management and Contracts Lead will work across IT and the business to ensure that IT contracts and hardware and software assets are managed effectively.  You will be a key player in the service delivery team, responsible for ensuring that all IT contracts are managed in line with the relevant business strategy and represent value for money. You will ensure that all hardware and software assets are secure, and managed throughout their lifecycle, and all IT staff are trained and adhere to agreed processes at all times. |
| **Responsible for** | The post holder will be responsible for ensuring all IT contracts are managed in line with the strategy. All Hardware and Software assets are secure, recorded, trackable throughout their lifecycle, achieve value for money and all IT staff are trained and adhere to agreed processes at all times. |
| **Reports to** | Head of IT Service Delivery |
| **Line management** | **NA** |
| **Tier** | 7 |
| **Expectation Level** | Colleague |
| **Role relationships** | |
| **Internal** | All NHG staff |
| **External** | Suppliers. Contractors, Auditors |

| **Role accountabilities** |
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| Be the first point of contact for all IT procurement and contract renewal projects.  Proactively manage the IT contracts register by liaising with suppliers, central procurement and stakeholders in a timely manner.  Produce regular reports that set out contract arrangements, recommendations and plans for renewals or changes and present them to the IT senior management team and stakeholders.  Seek quotations and estimates as required.  Build and maintain relationships with third parties and internal teams to ensure effective delivery of contracts and services.  Organise internal and external meetings as required to ensure that contracts are managed effectively.  To undertake all activities with regard to providing value for money and maximising outcomes.  Maintain the IT Asset register within CMBD/certero.  Be the first point of contact for IT asset procurement and inventory management.  Manage the entire hardware and software product life cycle, ensuring all hardware and software asset management processes are fit for purpose and adhered to.  Ensure all hardware deliveries are correct, recorded and any outstanding or incorrect orders are followed up.  Manage software licencing to avoid unnecessary spend and keep up to date with new products and licence rule changes.  Undertake physical audits and cross reference against the asset register.  Undertake a periodic review of existing ITAM systems and processes, working with stakeholders to identify issues/gaps and/or improvements to existing processes.  Maintain asset management documentation, ensuring staff are trained at all times.  To lead on specific projects or events and undertake any other duties necessary to support the work of the team, as directed. |
| The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required. |

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

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| **Personal Specification** | |
| **Professional expertise (know how & experience)***’* | |
| **Essential** | **Desirable** |
| Experience of Contracts management  Experience of managing IT hardware and software assets  Experience of managing conflicting priorities in a busy office environment. |  |
| **Skills** | |
| **Essential** | **Desirable** |
| Effective organisational, planning and time management skills.  Effective IT skills including intermediate level MS Office skills.  Excellent written and verbal communication skills including ability to produce reports to manager level.  Ability to handle challenging behaviour and situations. | Experience of working in a customer focussed environment. |

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| **NHG Expectations** |
| NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.  This role is a **colleague** expectation level and therefore you should refer to the **colleague** profile in addition to this role profile.  The full NHG expectations framework is available on our external job site page and intranet, Milo. |

You’ll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.