Nottinghamshire County Council

Title: ICT Senior Governance Specialist	Department: Chief Executives	Post Ref:

Job Purpose:

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To provide comprehensive, efficient and high-quality support to the teams within the ICT service.

To assist and support the provision of financial, statistical and service analysis across the ICT Service

This role will be predominantly specialising in supporting the Governance and Control functions as well as facilitating, supporting and monitoring the Security Patching Process.

Key Responsibilities

1. To support the Governance Manager on a day to day basis to ensure all services are provided efficiently and effectively.
2. To assist with the definition and operation of effective financial control and decision making, especially in the areas of service, projects and component cost models and the allocation and apportionment of all incurred IT costs.
3. Assists in the development of financial models to enable valuation, planning, and forecasting.
4. Conduct comparable analysis and market research to support internal financial analysis.
5. Maintains up-to-date technical knowledge of financial instruments, market conditions, and trends.
6. Assists in the development of a central repository of all relevant business process toolkits, templates, procedures, guidance and best practice examples.
7. Implements strategy, processes, procedures and systems to enable the sales, ordering and recharging for ICT Services.
8. Facilitate and support customer groups and relationships to support the delivery of ICT solutions that meet key business drivers and priorities.

Key Accountabilities

1. To the Governance & PMO Manager and Head of Service Delivery Governance & Standards and Management Team for delivering services to agreed SLAs, within budget and to the required standards.
2. To the Governance & PMO Manager and Head of Service Delivery Governance & Standards for the effective delivery of financial management, control and stewardship of the IT assets and resources used in the provision of IT services, ensuring that all governance, legal and regulatory requirements are complied with.
3. To the Governance & PMO Manager and Head of Service Delivery Governance & Standards for supporting the recording, monitoring and management of IT processes and procedures to ensure compliance to mandatory and statutory guidelines
4. To the Governance & PMO Manager for the accurate recording and monitoring of data, ensuring adherence to statutory guidelines and reporting accurate and robust information to internal and external stakeholders.
5. To the Risk and Security Manager for the management, support and monitoring of the Patching Process and the Vulnerability Management Process.

9. Contribute to the marketing, costing and pricing of relevant services and for the achievement of related income targets, budgets and performance targets.
10. Support the investigation, documenting and analysis of current business processes and identify alternatives as part of business process re-engineering and efficiency drives.
11. Assists in the maintenance of procedures and tools for the statutory and mandatory to ensure compliance.
12. Produce statistical returns, analysis and associated data and information to support the ICT Services.
13. Provide a high level of customer service to internal and external colleagues, councillors, customers and partners of the Council.
14. Work with the ICT Security Team to produce a list of critical, high and medium patches required across the NCC ICT Estate.
15. Create and assign service request Patching tickets in Service Manager and assign to the appropriate team to action. Review with the teams assigned and monitor and escalate where necessary.
16. Raise Patching change requests.
17. Signoff the tickets when patching is complete as an audit trail.
18. Prepare reports for Management on the patching required and status using charts and pivot tables in Excel.

The post holder will perform any duty or task that is appropriate for the role described

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Person Specification

Education and Knowledge	Personal skills and general competencies
1. Educated to degree level desirable and/or holds a professional qualification and can demonstrate relevant experience as a business analyst. 2. 2+ years of business finance or other relevant experience 3. High proficiency in financial modelling techniques 4. Recognised qualification or training in financial management or business analysis technique or methodology is desirable. 5. Understanding of financial regulations and business process re-engineering.	1. Takes a personal responsibility for delivering high levels of customer care to ICT service uses. 2. Anticipates customer needs to provide excellent service continually striving to improve personal and service efficiency and effectiveness. 3. Takes responsibility for review of own developmental needs, keeping informed of current issues within the context of corporate and departmental learning and development strategy, policy and practice.

6. AAT or Diploma in Business Analysis is desirable.
7. An understanding of Agile methodology is desirable
8. Strong analytical and data gathering skills
9. Good business acumen
10. Knowledge and awareness of legislation policy and procedure in relation to a range of services offered by the Authority
11. Has gained experience (typically two years) in a commercial/industrial/ business environment.
12. Demonstrates current understanding of developments in the application of ICT and can assimilate and interpret advice from specialists - technical or otherwise.
13. Strong oral communication skills and takes an analytical approach to problem solving.
14. Strong quantitative and analytical competency
15. Advanced knowledge of Excel

Specialist Knowledge/Skills

16. Strong understanding of principles of risk management and related processes and procedures
17. Proficient in relevant national and international legislation. Examples: Data Protection Act, EU Procurement Directive
18. Financial and Business Analysis skills, an understanding of the analysis lifecycle and adherence to financial regulations with the practical application of a recognised methodology.
19. Establishing relationships and maintaining contacts with people from a wide variety of backgrounds.
20. Ability to analyse complex large pieces of data and convert this into easy to understand format for decision makers.
21. Ability to produce statistical returns, analysis and associated data and information to support the ICT Services.
22. Good understanding and knowledge of commercial and contractual obligations
23. Experience and understanding of financial/budget management.

4. Takes a personal responsibility for ensuring that the Council's policies for fairness and respect are delivered including setting high personal standard
5. Takes an active role in helping to manage risk, health and safety and safeguarding issues
6. Demonstrates knowledge of NCC and IT standards and codes of conduct and Financial Regulations.

Other Knowledge/Skills

24. Well-developed planning skills with the ability to use own initiative to plan and manage own work programme.
25. Demonstrates good oral and written communication skills.
26. Good presentational and facilitation skills with the ability and confidence to present to and brief audiences at all levels in the organisation.
27. Well-developed interpersonal skills with the ability to build strong relationships, challenge appropriately and secure buy-in
28. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.

Experience

1. Proven experience within an ICT team or ICT financial business analysis environment.
2. Proven experience of applying financial management regulations to business processes in a business.
3. Proven experience of working with a variety of systems to provide accurate and timely management information.
4. Experience supporting ICT services in a multi-tenanted & multi-tasked work environment.
5. Experience of working with senior managers and senior stakeholders across a large and diverse organisation.
6. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet

Role Dimensions

1. The post holder will be responsible for ensuring all governance and controls records are maintained to the highest standard and information is held securely and safely.
2. The post holder will be expected to build relationships with and coordinate between multiple stakeholders ensuring customer care standards are followed.

3. The post holder will assist the ICT Security team in ensuring adherence to processes and procedures as determined by mandatory technological security protocols

4. The post holder will be responsible for the monitoring, review and management of the Patch Management Process and Vulnerability Management Process

5. The post holder will assist in the documentation of process for the definition and operation of effective financial control and decision-making processes, specifically in the areas of service provision, projects and component cost models and the allocation and apportionment of all incurred ICT costs. Implements charging where appropriate.

6. The post holder will assist the Governance & PMO Manager in conjunction with the ICT Service Analyst by contributing to feasibility studies, and business case preparation, typically taking responsibility for cost-benefit and return on investment analyses.

7. The postholder will be expected to provide advice, guidance, support and training to ICT Management team on their role and responsibilities related to financial, risk and compliance governance.

8. This job description indicates the main areas of activity of this post. From time to time, however, other tasks/duties may be required but these will fall within the general area of responsibility and grade of post. Any changes which are of a permanent nature will, following consultation with you, be included in the job description in specific terms and will be formally issued to you.