

ROLE DESCRIPTION

Job Title	Digital Governance Officer
Salary Band	SCP - 37-40
Reporting to	Digital Governance and Compliance Manager
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A
Contract	Permanent

1. Primary Purpose of the Post
<ul style="list-style-type: none"> • To support the Digital Governance and Compliance Manager in the establishment of effective governance procedures throughout the Digital service area of the Liverpool City Region Combined Authority (LCRCA). • Lead, coach and manage IT Governance Assistants, providing direction on Governance activities. • To observe and monitor established governance arrangements across the Digital service area to provide assurance that processes are being followed. • To provide assurance that operational service change is undertaken in line with the established IT governance arrangements. • To contribute to maintenance of records relating to third party licence, service, maintenance and support contracts with suppliers of Digital services in order to enable effective management of those assets. • To ensure that software licence compliance is maintained and assets optimised. • To collate service information in order to support senior colleagues in the management of Digital services • To oversee mobile phone connection arrangements within a significant mobile telephony estate
2. Your responsibilities
<p>Governance:</p> <ul style="list-style-type: none"> • Understand LCRCA's business objectives and how effective Digital governance arrangements contribute to service delivery. • Be proactive in the development of governance good practice throughout the Digital service area. • Provide support in relation to governance matters for Digital management and staff. • As part of the established Change Enablement processes, review requests, feedback where gaps are identified and seek areas for process improvement. • Undertake licence processes including monitoring, reconciling, procuring and assigning such assets to ensure that the licence estate is compliant and optimised

- Undertake proactive research of IT and digital governance good practice.

IT Service Management Information

- Collate service management information to provide oversight and support decision making regarding Digital services within the LCRCA.
- Contribute to the maintenance of third party contract records within the IT service management system.
- Conduct effective administration and reporting of governance issues with regard to Digital service contracts.
- Provide regular reports to Digital managers on the impact of the Change Enablement process on Digital service delivery.
- Produce management reports on hardware, software and associated assets.
- Create and maintain up to date process documentation.

Monitoring and reviewing

- Monitor Digital governance procedures and provide governance advice to colleagues.
- Proactively monitor and review legal and regulatory changes which may impact provision of Digital Services.
- Monitor Digital operational service change enablement governance within the overall IT service management system.
- Monitor and maintain Digital asset management records within the overall IT service management system.
- Proactively monitor and review compliance with procedures for the effective management of Digital assets.
- Assist with coordination of tasks in relation to audits and follow up on tasks assigned within the Digital service area.
- Review acceptance of IT/Digital protocols across the organisation and work with colleagues to achieve positive acceptance rates.
- Arrange for new domain registrations and liaise with service areas on renewals to ensure that domains are managed effectively.

Mobile telephony

- Overseeing mobile phone connection management processes to ensure they are robust, secure and efficient
- Maintain documentation regarding approach to data allocation to ensure optimal use of corporate data allocation and make recommendations where this may need to change.
- Monitor inactive connections with a view to discussing needs with client departments
- Monitor and control mobile phone stocks
- Maintain systems and processes to support usage monitoring within service areas across the organisation.



Software licensing

- Undertake regular licence reconciliation and optimisation to ensure risks relating to under or over licensing are mitigated
- Assisting the Digital Contracts Officer in managing volume licensing agreements
- Coordinate subscription renewals, working with service areas to establish requirements and secure budgets.

Communicating

- Communicate effectively on governance matters with suppliers, customers, partners and colleagues.

3. General Corporate Responsibilities

- To participate in all aspects of training and development as directed, use all relevant learning opportunities to improve personal skills and to improve the effectiveness and efficiency of Digital services.
- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: Digital Governance Officer

Criteria		
Qualifications and Training	E = Essential D = Desirable	Identified By
5 GCSE including Maths and English (or equivalents) at grades C/4 or above	D	AC
ITIL v3/4 Foundation	D	AC

Experience and knowledge	E = Essential D = Desirable	Identified By
Experience of Microsoft Office packages including Word, Excel and Outlook (or other Office suites such as Google Workspace)	E	A,I
Demonstrable experience of supplier and contract management.	D	A,I
Demonstrable experience of the control of assets within a large and complex estate.	D	A,I
Proven experience in IT governance, risk management or compliance.	D	A,I
Knowledge of IT standards and best practice	D	A,I
Good understanding of IT frameworks and best practices	D	A,I

Skills and abilities	E = Essential D = Desirable	Identified By
Good organisational skills, effective time management, and the ability to work to deadlines while efficiently organising own workload	E	A,I
Ability to communicate effectively at all levels both verbally and in written form.	E	A,I
Possess a keen attention to detail	D	A,I
Ability to create and maintain process documentation.	D	A,I
Ability to analyse data to produce service management information	E	A,I

Personal Attributes	E = Essential D = Desirable	Identified By
Demonstrate a genuine desire to work with people in order to provide excellent IT services.	E	A,I
	E	A,I



Demonstratable can-do attitude.	E	A,I
Determination to deliver.	E	A,I
Commitment to working within a team environment	E	A,I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Willingness to work flexibly as and when required to meet the requirements of the role.	E	A,I
Ability to work effectively and efficiently from home and in the office.	E	A,I

Key to Assessment Methods:

I – Interview	A - Application
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