**Role Profiles**

Role profiles are the foundation to the whole process of performance management and reward.

A well written role profile will:

* Help to recruit and retain the right people
* Help applicants to understand the role in more detail – is this a role they would like to apply for?
* Help colleagues understand what is expected of them
* Help the organisation to provide better information to support the recruitment, selection, development and reward of employees

**HR Reward**

HR Reward can evaluate the role. They can also benchmark the role so that you have a clear idea of what the role is worth in the marketplace.

The following role profile template, with guidance notes in red, includes all of the facets of the role that are required by HR Reward to evaluate the role.

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| --- | --- | --- | --- |
| **ROLE Title:** | Technology Operations Administrator | **Date:** | 09/01/2025 |
| **GRADE:** | B | **Business Unit:** | Technology Operations |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose**:The Technology Operations Administrator will support the Technology Operations team including the Vendor Manager with the administration tasks involved in Technology procurement, Vendor Management and Asset Management. In addition they will manage mobile phones and back-office Teams phone numbers, Track against budget and produce management summaries**Role Dimension:****Financial*** Ensure mobile phone spend is optimised by timely management of JML process for telephony
* Tracks spend against budget for allocated suppliers
* Produce quarterly reporting to highlight any saving or overspend against defined budgets.
* Monitor variable spend on relevant suppliers flagging any potential saving or overspend.

**Non-Financial*** Manage the JML process for back-office Teams phone allocation
* Engage with RAC Supplier Owners and carry out renewals as instructed
* Assist with the creating and maintenance of team documentation

**Reports to:** Vendor Manager**Relationships:** **Internal*** Technology SLT
* Technology Service Managers
* Project Managers, PMO, Technical Architects
* Finance
* Key Business Stakeholders

**External*** IT Suppliers –Account teams and Sales
 | **Role is responsible for:*** Manage the allocation of mobile phones within the supplier portal to ensure billing is correct for each dept.
* Management of the mobile phone lifecycle throughout the JML process.
* Manage Teams Telephony administrative tasks as part of the JML process
* Process Supplier Renewals as instructed by the Supplier Owner, ensuring retention of contractual and financial documentation.
* Maintain Technology supplier renewals schedule ensuring renewals are started and completed within the contractual time scales.
* Software and Hardware asset procurement and management
* Build and maintain proactive working relationships and effective communication with allocated suppliers
* Manage the actual expenditure for each Supplier by review and reconciliation of invoice and payments
* Input to budget forecasts based on previous history and run rates
* Assist with the creation and maintenance of the Vendor Management Team procedures and documentation.
* Maintenance of the Vendor Management contract repository ensuring all relevant supplier documentation is kept up to date and that control information is maintained
* Produce quarterly management reports summarising savings or overspends in the year so far against defined budget.
* Assist the Vendor Manager as and when needed
* Support Projects and other initiatives by providing responses to straightforward enquiries on contractual arrangements with existing suppliers such as contract expiry dates, notice periods etc
 | **Skills/Knowledge/Experience*** Proficient in Microsoft Office (Outlook, Word, Excel & Power Point)
* Understanding of budget tracking and forecasting
* ITIL best practice would be an advantage

**Personal Attributes:** * Self-driven and well organised
* Attention to detail
* Precise in maintaining records for governance and commercial purposes
* Comfortable juggling multiple tasks
* Clear headed and approachable under pressure
* Keen to share personal knowledge and information
* Curious and questioning

**Qualifications/FSA:**ITIL Foundation would be an advantage | **Competencies/Behaviours:**Continuous improvement: 3Team Working: 2Building relationships: 2Achievement drive: 2Commercial Awareness: 2Interpersonal and Influencing Skills: 2**Values****Handle it Together** **Exceptional Service** **Raise the Bar****Own it** |