

SERIOUS ORGANISED CRIME AGENCY

ROLE REQUIREMENTS PROFILE

Directorate:	Corporate Services
Role Title:	iSM Senior Officer (SDO)
Post Code:	
SOCA Grade:	SG4
Location(s): Is this work geographically dependent?	Birmingham
Aim of the role:	To contribute towards the delivery of SOCA's Strategic Imperatives by undertaking a range of iSM functions in support of a programme of activities. To manage a team (predominantly contracted) that provides services to the organisation.

1. Key responsibilities/accountabilities: (5 Most Impactive)

1. Acting as the key point of contact for business and administrative queries from Customers, Contractors and Management for a group of activities and locations.
2. Leading on the delivery of IT services ensuring we obtain value for money and meet the requirements of the business. Developing customer relationships and ensuring corporate priorities are met.
3. Supervising staff and contractors and ensuring that tasks are completed within required timescales and contracted conditions and in accordance with agreed policies, procedures and best practice (ITIL).
4. Dealing with internal customers; external suppliers, sourcing and raising orders for goods and services as required and in accordance with SOCA policy.
5. Supporting the development of the IT systems and delivery of projects for the business.

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2. Key behavioural competencies required - against competency framework:

Community and Customer Focus - B

Team Working - B

Effective Communication - B

Openness to Change - B

Planning and Organising – C

Personal Responsibility - B

3. Key technical skills required: (including specific accreditations/specialist knowledge)

Extensive experience in IT Service Delivery
Qualified in ITIL® Service Management to at least foundation, with a particular focus on Service Level Management
In depth knowledge of the business objectives of, and the ICT services used by the customer groups managed and for which responsibility is held
An appreciation of project management techniques and methodologies or qualified in Prince 2 foundation level
Basic business analysis skills

4. If you could not develop an individual into this role within 6 months please explain why?

The technical knowledge required for this role would take approximately two years to obtain.

Vetting status: Selected candidates will need to successfully complete DV vetting.