JOB DESCRIPTION

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| Job Title: | IT Infrastructure and Project Analyst | Job Band: | 4a |
| Department: | ISD | Location: | Mansfield Head Office |
| Accountable to: | IT Infrastructure and Projects Team Leader | Number of Direct Reports: | 0 |
| Job Purpose: | Provide 3rd line technical support for all aspects of the IT infrastructure. Deliver a wide range of IT projects across the Society that deliver transformational, strategic, regulatory, and operational change to agreed schedules, quality, and budgetary constraints. |

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| MAIN DUTIES |
| OPERATIONS: |
| IT INFRASTRUCTURE | Effective management of all IT Infrastructure, both on premises and cloud hosted environments.Awareness of all cyber security requirements expected in relation to your role.Monitor and respond to alerts in all IT systems within your area of responsibility.Maximise the use of IT systems to ensure they provide the best value.Ensure escalated incidents are resolved within service level agreements, avoiding any unnecessary delays.Maximizing availability of all IT infrastructure through continuous improvement and proactive, preventative maintenance, continuously look to improve efficiencies and cost reductions accordingly.Support annual Disaster Recovery testing to ensure that all systems can be recovered within the defined time frames.Maintain, develop, and enhance our knowledge management system.To ensure that all departmental documentation and procedures are always kept up to date.To perform the day-to-day activities within your team ensuring that processes run efficiently and effectively.To continuously monitor and strive to achieve the Society’s overall objectives.Maintain a workspace that encourages creativity and innovation to get the most out of the team.Use your initiative and act as problem solver, finding solutions instead of problems.Effectively manage the delivery of services provided by 3rd party suppliers.Ensure that all internal and external audits are fully supported with timely provision of requested evidence. |
| PROJECT DELIVERY | Accountable for successful delivery and embedding of IT programmes and projects |
| Gain confidence of stakeholders to achieve project objectives.  |
| Support the strategic and planning processes in the: * Preparation of business case submissions
* Planning of capacity in terms of available resource and budget
* Identification of risks, issues, assumptions, and dependencies
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| Support the IT Infrastructure and Projects Team Leader in the creation of end to end project plans including, but not limited to, Project Initiation Documents (PID), Risk Assumptions Issues and Dependencies Logs (RAID) and Post Implementation Review (PIR). |
| Support Change Management governance and ensure adherence for all projects |
| Provide project reports as required. |
| Build on the current strong internal relationships. |
| Supplement the established project processes and documentation with enhanced processes and procedures forming a fully documented project process. |

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| PORTFOLIO AND BAU CHANGE | Advise on the alignment of portfolio capacity planning and required resources to successfully deliver the programmes/projects |
| Provide verbal and written communication to Society colleagues regarding project progress. |
| Ensure consistency of approach; adherence of change governance framework processes and documentation to provide delivery confidence. |
| Monitoring Portfolio wide hotspots and dependencies; ensure issues are identified and remediation plans agreed to maintain successful delivery of the change agenda. |
| PROACTIVE IDENTIFICATION OF IMPROVEMENTS | Continually seek ways to improve the efficiency of the Society’s IT operations and recommend changes to management. |
| AWARENESS OF, AND ADHERENCE TO INDUSTRY CHANGES | Fully comply with all current Society procedures, directives, polices and instructions |
| Ensure full awareness of all requirements and promote a culture of sharing best practice |
| Keep up to date with changing requirements by internal communications and external contacts |
| Comply with all legislation and regulations relating to the Society’s business, strong awareness of relevant regulation, e.g. GDPR etc. |
| Identify areas of non-compliance within the business and report as appropriate |
| Maintain the highest standards of administration reporting any failures or breaches of Society procedures |
| GENERAL DUTIES: |
| * To carry out all duties as detailed and in accordance with documented policies and procedures.
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| * Maintaining risk awareness within your role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment.
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| * To prepare and collate management information in accordance with laid down procedures and standards.
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| * To ensure all targets/objectives as laid down are achieved.
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| * To promote the interests of and ensure adherence to the policies of the Society.
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| * To carry out all duties taking into account the FCA’s Conduct Risk requirements and principles of Treating Customers Fairly.
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| * To carry out all duties in compliance with the FCA’s Conduct Rules as applicable to the role (as detailed in the Code of Conduct Sourcebook (COCON).
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| * To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:
* Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.
* Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.
* Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.
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| * To undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.
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| This job description will be amended in consultation to reflect changes in or to the job. |
| DATE: |  | AGREED: |  |

PERSON SPECIFICATION

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| CRITERIA | ESSENTIAL | DESIRABLE |
| QUALIFICATIONS | * A Levels of Level 3 equivalent (BTEC, Diploma)
* 5 GCSE’s/O-Levels (A-C)
 | * Certification in a formal project management framework.
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| EXPERIENCE | * Experience in providing 3rd line technical support or in a similar role.
* Awareness of cyber security best practices.
* Demonstrable experience of project management and/or involvement in project activity.
* Proven experience of working in an administrative role to deadlines
 | * Experience of working in financial services
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| KNOWLEDGE | * Strong grasp of varying project management methodologies
 | * Awareness of the rules and regulations under which a Building Society operates
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| SKILLS AND ATTRIBUTES | * Excellent interpersonal skills with those at all levels (Board of Directors, Executives, Managers, Colleagues, 3rd Parties etc.)
* Good Negotiation Skills
* Excellent organisation skills, including the ability to prioritise and work to strict and tight deadlines
* Ability to work alone and use own initiative
* Willingness and ability to be flexible
* Problem Solver
 | * Expertise in the systems and operations of financial services
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| PERSONAL ATTRIBUTES | • Driven, self-motivated, and results oriented• Ability to work under pressure• Has a passionate for delivering value to customers• Team Player• Efficient |  |