

Job title: Development Team Coordinator

Directorate: Operations (ICT)

Overview	
Role Purpose	The job holder will plan, undertake and deliver a wide range of administrative and support services that help the Software and Development team meet all its objectives.
Responsible for	<ul style="list-style-type: none"> • General Development team administrative support , including planning and scheduling meetings. • Supporting operation of suitable performance management standards and KPI reporting • Supporting the Development Delivery Manager in the maintenance of effective financial control • Supporting the management of IT stakeholder relationships e.g. Focus and User Groups • Supporting the implementation and maintenance of IT governance processes relating to the team
Reports to	Development Delivery Manager
Line management	None
Date	20 March 2019

Role relationships	
Internal	Senior IT Management, Development Team, IT and Programme Office staff, Human Resources, Operational Service Managers and their staff.
External	Software and service suppliers. Other external partner organisations.

Role accountabilities	
<ul style="list-style-type: none"> • Design and manage user satisfaction surveys for the Development Team(s). • Create reports, spreadsheets, documents and presentations for meetings, creatively formatting and presenting information. • Maintain required brought forward systems and action logs, across the team, initiating and/or progressing own and others actions as necessary to ensure timely 	

Role accountabilities

and appropriate activity.

- Plan and manage own workload to maximise efficiency, reflect priorities/deadlines and accommodate changing requirements.
- Maintaining Team Intranet Pages, updating information to ensure the content is always current and useful.
- Provide logistical and administrative support for required meetings, events – organising meetings, taking minutes etc.
- Contribute to the management of good and effective working relationships between the team and others, internally and externally.
- Operate and comply with all relevant office procedures e.g. procurement purchase order requests, goods receipting, invoice authorisation.
- Undertake background research for new working methods/projects/solutions and present your findings; producing documents, briefing papers and presentations.
- Providing administration support for the selection and recruitment of staff, arranging interviews and tests, liaising with HR and recruitment agencies as required.
- Collate and produce monthly/ weekly Key Performance Indicator reports for the functional areas of the Applications Support service. Utilising information from one or more Service Management/Service Desk application.
- Update resource planners for each of the 4 functional areas within Application Support, ensuring that all planned leave/absence and project work commitments are clearly reflected.
- Liaise with System Owners, Service managers and Super-users regarding the scheduling of meetings, agenda content & distribution of minutes and action points.
- Supporting the development and maintenance of an IT Work Programme for the Development Team
- Support the management and documentation of Development Team's risks including security and business continuity
- Supporting the Development Delivery Manager in the maintenance of effective financial control – budgeting, forecasting, purchasing and invoice management

General

- Ensure you follow the financial regulations, policies and procedures at NHG.
- Ensure that you follow relevant Health and Safety policies and related procedures, keeping up to date with changes and taking action to maintain personal health and safety and that of others.

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive, the post holder may undertake other duties as is reasonably required.

How do you meet the role requirements?

To do the job well, we have outlined the key behaviours we'll expect of you, and the knowledge, experience and skills you need to do the job. You'll be assessed on these criteria at various stages throughout the selection process.

Role behaviours

Customer focus	<ul style="list-style-type: none"> Commit to providing the best service to customers, set realistic expectations, keep your promises, and act with integrity always. Commercial awareness / VFM in everything people do
Accountability and delivery	<ul style="list-style-type: none"> Be accountable for the accuracy and completeness of your work, remaining calm under pressure, making informed and reasonable decisions.
Service improvement	<ul style="list-style-type: none"> Approach your work with rigour, challenging yourself to identify opportunities for service improvement, working in partnership with others to make NHG better for customers and colleagues.
Communication and inclusion	<ul style="list-style-type: none"> Communicate clearly and openly, including all and celebrating differences, listening and responding positively to others.

As NHG develops a new competency framework, behaviours for individual roles will be aligned as appropriate.

Essential knowledge, experience and skills

Professional expertise (know how & experience)	<ul style="list-style-type: none"> Demonstrate the ability to prioritise own work and work with minimum supervision. Proven experience of office management or administrative experience, supporting a team of diverse functions. Excellent communication skills (both verbal & written). Ability to draft non-technical reports and present them to meetings. Have an understanding of the principles of General Data Protection Regulation (as contained in the GDPR 2018) and be aware of their practical application. Ability to compile summary reports on Key Performance Indicators from a range of disparate systems & sources.
---	--

Role profile

	<ul style="list-style-type: none"> • Project management experience, using Project and or Prince 2 systems and methodology (Desirable) • Significant experience of providing executive & team support, managing diaries, meetings, documentation and information/research processes. • Track record of working in a housing or a similar service delivery environment. • Working with IT systems and in particular with large databases and websites. • Must be an effective planner and organiser.
Skills	<ul style="list-style-type: none"> • Effective IT skills including intermediate/advanced MS Office skills • Effective organisational, team and executive support skills
Qualifications and/or professional membership	<ul style="list-style-type: none"> • Bachelors Degree in Computer Science or related field (desirable) • Any certification/training on secretarial/personal assistance services (desirable) • Prince2 Foundation (desirable)

Role requirements	
DBS	<ul style="list-style-type: none"> • None
Data and information processing	<ul style="list-style-type: none"> • Information/Data User (all staff)
Data protection role	