



JOB TITLE:	Data & Technology Service Delivery Coordinator
SALARY GRADE:	Grade 6 £27,711- £30,060
DIRECTORATE:	Strategy & Performance
TEAM:	Data & Technology Service Management
LOCATION OF WORK:	Service Headquarters
HOURS OF WORK:	35
DIRECTLY RESPONSIBLE TO:	Data & Technology Service Delivery Manager

LEADERSHIP BEHAVIOUR LEVEL:	Leading Yourself
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MAIN JOB PURPOSE
<p>Supporting the Data & Technology Service Delivery Manager in the efficient and effective provision and continuation of D&T Services.</p> <p>The post holder will be committed to, encourage and promote the values of MFRS, the National Core Code of Ethics for Fire & Rescue Services, and act in accordance with our Ground Rules.</p>

KEY AREAS OF RESPONSIBILITY
<ol style="list-style-type: none"> 1. Manage and maintain the delivery of a high-quality central database of work orders and requests, communicating with the ICT contractor's logistics team regarding expected and outstanding deliveries of goods and services. 2. Liaise with the ICT contractor, Authority suppliers and procurement portals to obtain relevant quotations for required goods and services, ensuring compliance with contract standing orders. 3. Raise a wide range of revenue and capital requisitions and approval of small value purchase orders. 4. Raise virements for the approval of level 9 and level 6 budget managers. 5. Verify the delivery of assets and completion of works to ensure the timely authorisation of payments in line with the Authority's financial regulations. 6. Work with the D&T Service Delivery manager to implement processes for engagement with staff throughout the organisation regarding existing and future Data & Technology services. 7. Coordinate and collate responses to Freedom of Information (FOI) requests and other requests for information on behalf of the Data & Technology Department. 8. Undertake regular audits alongside the ICT contractor of the organisation's D&T assets. 9. Design and create educational materials to assist users improve their capability with common technology-based activities. 10. Provide digital skills guidance and support to new and existing employees. 11. Provide support and administration for a range of D&T projects and workstreams including minute taking and action log management. 12. Undertake any other duties deemed suitable by the Authority commensurate with the grade.

VALUES, BEHAVIOURS AND CODE OF ETHICS

As detailed in the Authority's CRMP, the Leadership Message clearly states our Values.

We serve with **Courage**

- By never settling for the status quo
- By being decisive and calm under pressure
- By having determination to see things through
- By being prepared to fail
- By celebrating diversity and being open to new opportunities and challenges
- By setting high standards and not being embarrassed for doing so
- By challenging ourselves to be better

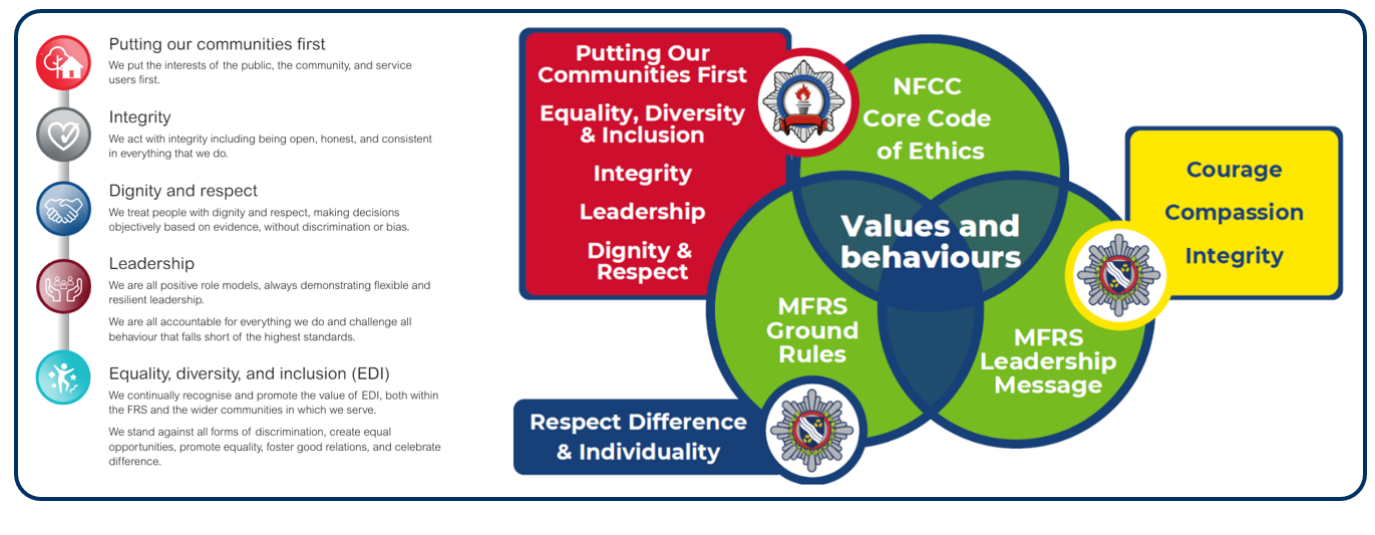
We serve with **Integrity**

- By doing the right thing even when it is hard or no one is looking
- By leading by example
- By standing up for what matters
- By being open, honest and fair
- By making decisions based on facts
- By explaining the why
- By being consistent
- By always doing what we say we are going to do

We serve with **Compassion**

- By acting with empathy and kindness
- By actively listening - hearing what is being said
- By going the extra mile to help
- By looking after and supporting each other, noticing what is going on for people
- By recognising each other's contribution
- By creating a sense of belonging
- By embracing and understanding difference

The National Core Code of Ethics for Fire & Rescue Services sets out five Key Principles, which provide a basis for promoting good behaviour and challenging inappropriate behaviour. The code is complemented by MFRA's Ground Rules, which outlines how we welcome difference and individuality, create a sense of belonging in the most inclusive way and provide some key, simple rules surrounding how we act.



LEADERSHIP BEHAVIOURS

LEADING YOURSELF

Personal Impact	I demonstrate Service values and behaviours.	I value inclusion and set a positive example to others.	I reflect on my own strengths and see the strengths of others (using colours).
Outstanding Leadership	I am an ambassador for the Service, taking pride and responsibility for the work we do and encouraging others to do the same.	I take responsibility and accountability for the quality of my own work.	I role model proactively, learning new skills and behaviours.
Service Delivery	I find out about my local community risks & associated behaviours to ensure we are offering the best service.	I plan ahead and prioritise my work, managing my time effectively to get things done.	I work to foster trust with others & build constructive working relationships to achieve goals.
Org. Effectiveness	I know what the key organisational goals are and how I contribute.	I work within the organisation's policies, procedures and processes.	I continuously seek to improve my performance & share my ideas.

Date job profile prepared / revised:

C Brown

MERSEYSIDE FIRE & RESCUE SERVICE

PERSON SPECIFICATION



Job Title:	Data & Technology Service Delivery Coordinator	Team:	Data & Technology Service Management
Salary:	Grade 6	Directorate:	Strategy & Performance

QUALIFICATIONS & TRAINING		ESSENTIAL/DESIRABLE	ASSESSED BY
	Educated to A'Level or equivalent	DESIRABLE	PD
	ITIL (Information Technology Infrastructure Library) Certification	DESIRABLE	PD
KNOWLEDGE & EXPERIENCE		ESSENTIAL/DESIRABLE	ASSESSED BY
	Experience of working with spreadsheets and database to track work orders and requests.	ESSENTIAL	A&I
	Experience of engaging with suppliers and procurement portals to procure a range of goods and services.	ESSENTIAL	A&I
	Experience in raising purchase orders and approving invoices for payment.	ESSENTIAL	A&I
	Experience in the use of an eProcurement system.	ESSENTIAL	A&I
	Experience in providing digital skills advice and guidance to a range of individuals.	DESIRABLE	A&I
	Experience in coordinating and collating responses to Freedom of Information or other requests for information.	ESSENTIAL	A&I
	Experience in carrying out regular asset audits.	DESIRABLE	A&I
SKILLS & ABILITIES		ESSENTIAL/DESIRABLE	ASSESSED BY
	Knowledge of Microsoft Business Collaboration Tools and M365.	ESSENTIAL	A&I
	Knowledge of Public Procurement legislation and the Authority's Contract Standing Orders.	DESIRABLE	A&I
	Knowledge of ITIL (Information Technology Infrastructure Library) best practice.	ESSENTIAL	A&I
	Excellent interpersonal skills with the ability to communicate effectively both verbally and in writing with a wide range of people in a clear and accurate manner.	ESSENTIAL	A&I
	Ability to work independently and use own initiative to successfully meet deadlines.	ESSENTIAL	A&I
	Ability to conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.	ESSENTIAL	A&I
WORK RELATED CIRCUMSTANCES		ESSENTIAL/DESIRABLE	ASSESSED BY
	A commitment to model our values and behaviours; promoting a culture which embraces collaboration, inclusivity, high performance and wellbeing, striving to make a real difference to the communities we serve.	ESSENTIAL	A/I
	Standard Disclosure check (verification of unspent criminal records will be undertaken in the form of a Standard Disclosure Check)	ESSENTIAL	A/I
	Role will be based at MFRS SHQ.	ESSENTIAL	A/I
	Some travel may be required for the purpose of meeting with Third Parties or visiting other MF&RS sites and other Fire & Rescue Services sites.	ESSENTIAL	A/I
	Flexibility regarding working hours will be required to meet deadlines.	ESSENTIAL	A/I

A	Application	I	Interview	PD	Produce Documentation
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