**ROLE PROFILE**

**Post Title:** Digital and Data Administrator

**Directorate:** Technology & Insight, Digital and Data

**Reports to:** Service Transition Manager Digital & Data Services Manager

**Direct Reports:** 0

**Role Summary**

WMCA is committed to building a healthier, happier, better connected and more prosperous West Midlands. This is our vision. Our Values are central to how we work and interact with our wider partners and stakeholders. We encourage our colleagues to

Be **Collaborative**, Be **Innovative**, Be **Driven** and Be **Inclusive**.

To work within the Digital and Data Team and across the Technology & Insight Directorate to provide administrative support to help assist our customers and management team. To aid team members become a high performing team by providing a first-class administrative and customer service support function.

**What will you be doing?**

* Support the update and maintenance of Active Directory network accounts.
* Support the update and maintenance of telephony records.
* Support the setup of new staff/staff changes/leavers.
* Support delivery of induction and desk side training for new users on core software packages and systems.
* Support users in the setup of Teams and other online meetings/webinars/video conferencing.
* Support the upkeep of Digital and Data and Technology & Insight asset registers.
* Support the upkeep of legal contract and procurement activity registers across Digital & Data and the wider Technology & Insight Directorate.
* Support the Digital and Data change management process and change advisory board.
* Collect service catalogue data and maintain records.
* Collate Digital and Data alongside Technology & Insight performance information.
* Administrative support to the Technology & Insight area, to include procurement and financial tasks.
* Continually look at ways to improve IT for the business.

**The Role Holder**

* Able to demonstrate good IT knowledge and ability.
* Fantastic user-facing / customer service skills and the ability to communicate well with all levels of users within WMCA.
* High attention to detail, well organised, and disciplined.
* Excellent report writing skills.
* Ability to work effectively as part of a fast-paced team.
* The desire to learn and develop.

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.