West Midlands Combined Authority

Job Description	
Job Title:	**Technology and Insight Administrator**
Directorate/Team:	**Technology & Insights.**
Location:	**16 Summer Lane or other site/location/ Hybrid working.**
Responsible to:	**Resource and Workflow Manager**
Responsible for:	**No direct reports**
Key working relationships: (internal)	**Resource and Workflow Manager, Head of Technology Coordination, Change Control Manager; Technology Coordination Team; Corporate IT, WMCA employees and partners at all levels.**
Key working relationships: (external)	**Contract suppliers and partnerships.**

Purpose of the Post

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 Technology coordination 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.

Accountabilities

- Work collaboratively within Technology & Insight to procure items, coordinate purchasing requirements and maintain procurement records.
- Support the Change Advisory Board (CAB) meetings, record decisions and track actions.
- Support the update and maintenance of telephony records.
- Support the upkeep of T&I asset registers.
- Support the T&I change management process and Change Advisory Board.
- Collect service catalogue data and maintain records.
- Collate Digital and Data performance information.

Responsibilities

Strategic

- Continually look at ways to improve IT for the business.
- Work flexibly and with integrity to meet the needs of the WMCA and the Technology & Insights function.

People

- 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 and hybrid video conferencing.

Financial
• Provide administrative support to the T&I team, including procurement and financial tasks. • Maintain accurate T&I budget expenditure records for monitoring and reporting. • Ensure Value for Money and follow the appropriate governance processes for dealing with any financial activities.
Other
• Represent the WMCA in a professional manner. • Undertake such tasks as may reasonably be expected commensurate with the scope and level of the role.

Person Specification					
Candidates/post holders will be expected to demonstrate the following:	**Essential / Desirable**		**How Evidenced?**		
Experience	**E**	**D**	**A***	**I***	**T***
Experience and capability of working in an IT environment.	X				
Experience in administration	X		X	X	
Experience of supporting a Change Advisory Board (CAB), including coordinating meetings, recording decisions and tracking actions.		X	X	X	
Experience of procurement activities, including coordinating purchasing requirements and maintaining procurement records.	X		X	X	
Have Financial accounting experience / experience of financial documentation preparation	X		X	X	
Skills / Knowledge	**E**	**D**	**A***	**I***	**T***
Able to demonstrate good IT knowledge and ability	X		X	X	
Fantastic user facing / customer service skills and the ability to communicate well with all levels of users within WMCA	X		X	X	
High attention to detail, well organised, and disciplined		X		X	
Excellent report writing skills		X			
Ability to work effectively as part of a fast-paced team.		X		X	
The desire to learn and develop.		X		X	
Excellent analytical skills	X		X	X	
Able to deliver results and meet expectations	X			X	
Cross functional awareness	X		X	X	
Excellent time management and prioritisation skills	X		X	X	
Demonstrate accurate, precise and well written standards of documentation and record keeping	X		X	X	
Qualification / Education / Training	**E**	**D**	**A***	**I***	**T***
ITIL Foundation Certificate is desirable or willingness to undertake training in ITIL v5		X	X		

***Key: A** = Application, **I** = Interview, **T** = Testing/Assessment

Core Expectations

Formatted: Font: Not Bold, Font color: Text 1

Formatted: Font color: Text 1

Formatted: Font color: Text 1

Formatted: Font color: Text 1

Formatted: Left

Formatted: Font: +Body (Aptos), 11 pt

Formatted: Font: +Body (Aptos), 11 pt

Formatted: Font color: Text 1

Health, Safety & Wellbeing	All employees have a duty to take reasonable care for the health, safety, and wellbeing 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, safety, and wellbeing.
Equality & Diversity	Promote and champion equality and diversity in all aspects of the role.
Learning & Development	Participate in and take responsibility of any learning and development required to carry out this role effectively.
Performance Management	Actively engage in the performance management process and take responsibility for managing performance outcomes.
GDPR	Ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.
Adherence to Policies	Be aware of and comply with all organisation policies.
Matrix Working	Work in a matrix way when required by actively collaborating across traditional boundaries—such as directorates, functions, or geographic areas—to achieve shared goals. Depending on your role, you may contribute to multiple projects or workstreams, often working alongside different teams and leaders.
Business Continuity	All staff should actively participate in business continuity training and exercises when required, ensuring they understand and follow business continuity plans and procedures to maintain organisational resilience during disruptions.
Other	There may be a requirement to work outside normal office hours on occasion, including a requirement to work within stakeholder and partner offices within the WMCA constituent area on a regular basis.

Values	
Collaborative	We work as one organisation. Together we build trust, connection and shared purpose across teams, partners and residents to create the biggest impact for our region.
Inclusive	We value difference. Creating an environment where people belong, and feel psychologically safe, so we can all thrive and shape a West Midlands built for everyone.
Innovative	We are courageous. We embrace new ideas and challenge the status quo to continuously improve and shape the future of the West Midlands.
Driven	We are focused on outcomes. We perform at our best to unlock productivity and delivery, achieving the greatest regional impact.
Our culture is built on collective leadership, where everyone plays a part in shaping how we work and succeed together. Guided by our values, we create an environment where people feel valued, supported and able to contribute their best. Through behaviours grounded in clarity, care and courage, as set out in our Leadership Statement we are making the West Midlands Combined Authority the best place to work and belong.	

Additional Post Requirements							
Politically Restricted Post		**Disclosure and Barring Service (DBS)**				**Vetting**	
Yes ☐	No ☐	Basic ☐	Standard ☐	Enhanced ☐	None ☐	Yes ☐	No ☐

Job Evaluation Details			
Date Evaluation Agreed	**JEP Reference**	**Grade**	**Job Family**
Position Reference			