



Campaign number

Q-10263

Closing date

20/02/2015

Job Description and Person Specification

This job description lists the general tasks, functions and responsibilities of the role below, including the specifications and skills required.

Job title*

Telecoms Assistant

Band

C

Number of posts

Three

Directorate

Networks

Contract type

Permanent

Duration if fixed term

Management responsibility

None

Reports to

Telecommunications Systems Manager

Standard duties

To be added by recruiting manager

- Liaise with departmental representatives, Members of both Houses and their staff to maintain regular and accurate updates to the Palace of Westminster Telephone Directory for publication to the Intranet; arrange printing and distribution as required
- Follow agreed telecoms processes and procedures:
- Process orders for Mobile Phones and Smartphones including the setup, administration, handover and ongoing customer support
- Administer Broadband services for Members of both Houses of Parliament throughout the UK and on the Parliamentary Estate; liaise with customers and suppliers to manage the installation and or removal of Broadband services
- Complete administration and billing changes via the Mobile Network provider's Web Portal and ensure that any changes are reflected correctly in the invoices; liaise with suppliers and customers to ensure that any billing issues are resolved without delay
- Maintain detailed and accurate records of stock, an inventory of all equipment issued and that related documents are filed according to Records Management guidelines
- Administer the Voicemail System; setting up new users and provide effective ongoing support and advice to users
- Administer the ACD Call Distribution System and provide effective ongoing support and advice to users
- Produce adhoc Call Management reports and log system faults as required
- Respond to incidents and requests logged in PICT's Service Management Platform and provide routine advice to users on all telecoms equipment and services
- Assist with the investigation and resolution of telecoms faults and problems, liaising with third party suppliers as required
- Deputise occasionally for the Telecoms Billing Manager to raise requisitions and receipting invoices



The duties above are not intended to be an exhaustive list. The job description may be reviewed periodically in order to ensure that the duties meet the requirements of the service and to make any necessary changes.

Key internal relationships

Please list the key internal contacts with whom this post will need to work with e.g. Members, departments and specific posts.

- Members of both Houses of Parliament
- Members' staff
- Staff of both Houses of Parliament and PICT
- Print Services

Key external relationships

Please list the key external contacts with whom this post will need to work with e.g. the public, government departments, suppliers.

- Mobile network, Broadband and other suppliers

Person Specification

Standard skills and knowledge required

- Demonstrates good communication skills with the ability to communicate effectively both verbally and in writing.
- Excellent organisational skills with a methodical approach to prioritising work to meet deadlines.
- Good customer facing and interpersonal skills, is able to develop good working relationships with staff at all levels and has proven understanding of service delivery.
- Able to contribute to and work well within a team.
- Has an analytical approach to problem solving.

Specific skills and knowledge required

To be added by the recruiting manager.

Essential:

- Ability to understand the needs of our customers, keeping them in mind when taking actions or making decisions
- Excellent attention to detail and strong numeric skills
- Experience of dealing with third party service providers
- Ability to grasp new concepts and terminology and learn new systems and services quickly, asking for help when required
- Good knowledge of mobile telephone technology and services

Desirable:

- Basic knowledge of telecoms services



- ITIL Foundation



Core SFIA Competencies (click competency to insert level).

Autonomy

Level 3: Works under general direction. Uses discretion in identifying and resolving complex problems and assignments. Usually receives specific instructions and has work reviewed at frequent milestones. Determines when issues should be escalated to a higher level.

Influence

Level 3: Interacts with and influences department/ project team members. Has working level contact with customers and suppliers. In predictable and structured areas may supervise others. Makes decisions which may impact on the work assigned to individuals or phases or projects.

Business skills

Level 3: Understands and uses appropriate methods, tools and applications. Demonstrates an analytical and systematic approach to problem solving. Takes the initiative in identifying and negotiating appropriate personal developmental opportunities. Demonstrates effective communication skills. Contributes fully to the work of teams. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation and procedures. Absorbs and applied technical information. Works to required standards. Appreciates the wider field of information systems, and how own role relates to other roles and to the business of the employer or client.

Complexity

Level 3: Performs a broad range of work, sometimes complex and non routine, in a variety of environments. Applies methodical approach to problem definition and resolution.

Additional information regarding the post

Location

The post is located in Millbank House

Hours (Full-time)

Consideration will be given to candidates who wish to work part-time or as part of a job share. If you are selected for interview please inform the panel of the days/hours you are available to work.

Bands A – E Positions

(Full-time, until 10 May 2015)

Net conditioned full-time working hours for staff of the House are usually 36 per week. This excludes daily meal breaks of one hour.

The hours of attendance for this post are **34 net** per week. The exact daily times of attendance will be agreed with line management.

- As of 11 May 2015, hours will increase to 35 net (there will be no effect on pay).
- As of 1 May 2016, hours will increase to 36 net (there will be no effect on pay).

For further information

Internal candidates should refer to the General Recruitment Information on the Employment intranet pages (select Careers & Development).

Those candidates who are shortlisted will be given details of any tests / assessments which will take place as part of the selection process.