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| Last updated: | May 2024 |

**JOB DESCRIPTION**

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| Post title: | **Service Catalogue Coordinator** | | |
| Standard Occupation Code: (UKVI SOC CODE) |  | | |
| School/Department: | ISolutions / IT Support Services | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 3 |
| Posts responsible to: | Team Manager Service Strategy | | |
| Posts responsible for: | No direct reports | | |
| Post base: | Office-based | | |

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| Job purpose |
| The post holder will be responsible for co-ordinating the production of high quality, up to date and relevant Service Catalogue content to enable seamless staff and student online access to information on all iSolutions systems and services. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | Co-ordinate the creation and ongoing delivery of an effective Service Catalogue, our new self-service digital information service for both staff and students.  Responsibilities to include:   * Identify stakeholders and work with them to gather requirements * Work with peers across other Universities to understand best practice and lessons learned that can be applied * Identify all required services and service owners to be included in Service Catalogue * Creation & delivery of new Service Catalogue * Approval * Work with Comms & Engagement Team to plan approach to rollout   Once Service Catalogue is live, manage the ongoing review, maintenance and archiving of existing services and addition of new Services | 40 % |
|  | Advise and support Service Owners to gain maximum value from the University’s Service Catalogue.   * Create and disseminate quality criteria and standard templates for Service Catalogue * Review current Services, identify the need to update or remove outdated Information as well as the need for new Information * Co-ordinate and support the production of new and updated services by Service Owners, reviewing and publishing them in accordance with established quality criteria, ensuring all Services are documented In terms familiar to the audience, gaining sign off from stakeholders and in partnership with first- and second-line support teams | 40 % |
|  | Manage the communication of Service Catalogue to promote awareness and increase utilisation | 10 % |
|  | Review associated procedures and processes, ensuring they are fit for purpose and maximise efficiency, making recommendations for improvements where identified and implementing agreed change. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Internal:   * ISolutions staff * Departmental management * Professional Services staff * Academic staff * Student representatives   External   * Suppliers |

| Special Requirements |
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| The postholder is expected to work flexibly based on a shift pattern, which may include evenings, weekends, bank holidays and University closure periods and to cover for absence. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of HNC, A-Level, NVQ3 with proven work experience acquired in relevant roles and job-related training.    Proven ability to apply a comprehensive understanding of relevant systems and procedures, and an awareness of activities in the broader work area.    Proven ability to accurately analyse and interpret complex quantitative and qualitative data, presenting summary information in a clear and concise format.  Proven ability to make effective use of standard office computer systems including MS Office and web browser design / editing. | Relevant degree (or equivalent qualification or experience).    General knowledge of the Higher Education environment | Application, CV & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity and inclusion principles to the responsibilities of the role.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  |  |
| Planning and organising | Proven ability to plan and prioritise a range of one’s own standard and non-standard work activities.  Able to successfully plan and deliver administrative projects over a period of several months. |  |  |
| Problem solving and initiative | Proven ability to identify and solve problems by applying judgement and initiative to tackle some situations in new ways and by developing improved work methods.  Demonstrable emotional intelligence and judgement, adopting a solution focused approach to deal proactively with complex enquiries and situations |  |  |
| Management and teamwork | Proven ability to solicit ideas and opinions to help form specific work plans.  Proven ability to positively influence the way a team works together. |  |  |
| Communicating and influencing | Proven ability to elicit information to identify specific customer needs.  Proven ability to offer proactive advice and guidance.  Proven ability to deal with sensitive information in a confidential manner.  Proven ability to foster good working relationships and regular communication with all departments for whom the team provides a frontline service. |  |  |
| Other skills and behaviours | Proven ability to evaluate systematically and rigorously the impact of service provision.  Proven ability to understand cultural diversity.    Demonstrable meticulous attention to detail |  |  |
| Special requirements |  |  |  |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (eg: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles(eg: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (eg: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (ie: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (eg: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |