



## Role Profile

The Role			
Role Title:	IT Skills and Solutions Consultant	Reporting to (job):	Head of IT Customer solutions
Legacy job titles covered by this role profile:	IT Skills and Solutions Consultant	Jobs that typically report into this role:	none
Function / Org Unit	IT	Job Number:	
Base and travel	Southwater/ Home	Band ( <i>to be assigned by Reward</i> )	B
Role Dimensions			
Number of direct reports	0	Manager/Individual Contributor:	individual Contributor
Number of dotted line reports	0	Budget (Operating/Capital)	No direct budget ownership
Total No of Reporting Staff (include all direct and indirect reports)	0	Decision Making Authority & Responsibility for Resources	The role is responsible for the administration of two technical Google environments as support and testing resources.  The role decides on the approval of specific service requests from customers as part of the wider IT service catalogue processes.
Working Environment	Southwater/ Home		
Role Purpose			

	<ul style="list-style-type: none"> <li>• Acting as the first point of contact and provider of immediate assistance to all users, at all levels, requiring support, technology solutions and training on core Society collaboration and communication platforms. Also providing consultancy and advice and how to best exploit core enterprise applications and improve processes.</li> <li>• The job holder provides a service offering training, workshops and 121 consultancy, as directed by the IT Head of Customer solutions, utilising a wide range of communication and collaboration technologies and methods including online training, one-to-one and team sessions.</li> <li>• The job holder is responsible for the detailed testing, learning, documenting, and managing the deployment of changes to the Society's enterprise collaboration and communication tools. This is achieved using advanced user levels skills, technical test environments and understanding the Society's core business to safely exploit more of the enterprise tools used across the organisation. Changes managed by the job holder can impact all Society users (2000 accounts)</li> <li>• The job holder is aware of current business processes and will proactively recommend improvements and efficiency in the use of technology and the exploitation of solutions and systems. Researching, assessing and recommending potential solutions in conjunction with IT technical specialists.</li> <li>• The job holder understands, evaluates and communicates change and developments to enterprise platforms to ensure the impact and risk is understood. Where deployed, new services are adopted and exploited where appropriate across the Society.</li> <li>• The job holder will identify opportunities with individuals and teams across the Society to exploit core RSPCA technologies further and will engage at all levels to assist teams, individuals and departments.</li> <li>• The job holder will review and analyse current business processes to aid the incremental improvement and efficiency and information sharing through the exploitation of existing solutions and systems.</li> <li>• The job holder will customise applications to users' requirements where applicable, working with other IT staff where necessary. Work closely with IT Head of Customer Solutions, Solutions architects, IT Business partner and other specialists to aid the exploitation of technology. The scope can range from individual customers through to the whole Society community.</li> <li>• The job holder will be required to solve problems on a daily basis, from support calls, incidents or "How do I?" questions. Problem solving is an important part of the post holders role and skill set and requires</li> </ul>
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	<p>the application of existing knowledge about the organisation combined with the ability to seek out solutions, research, test scenarios and use cases to contribute to solutions development and deployment. They may work alone to solve this problem, or be required to work collaboratively, with colleagues across the IT functions.</p>
<b>Principal Accountabilities</b>	<p><b>Consultancy</b></p> <ul style="list-style-type: none"> <li>• Provide a pro-active IT induction engagement with all new starters. Specifically targeting all senior roles including Directors and Trustees to ensure the effective and efficient onboarding.</li> <li>• Provide first level support to customers on core collaboration and communication technologies use. Enabling effective and efficient exploitation of enterprise solutions o RSPCA best practice and standards.</li> <li>• Provide advice on best practice to customers and identify and refer any training issues/gaps in solution to the Head of IT Customer Solutions suggesting resolution/improvements.</li> <li>• Understand the impact of change to enterprise technologies, identify the risks and communicate using a wide variety of channels to all affected users. Support IT colleagues staff in adopting these changes.</li> </ul> <p><b>Support</b></p> <ul style="list-style-type: none"> <li>• Ensure calls assigned through the help desk system are actioned appropriately within agreed time limits (Service Level Agreements).</li> <li>• Communicate with customers in a timely and appropriate mannerProvide an efficient and customer centric service to the Society's users in line with the IT mission statement.</li> <li>• Liaise with other IT teams to ensure that training issues caused by technical changes are addressed appropriately.</li> <li>• Develop and document advanced, re-usable configuration, macros and scripts to meet customer requirements and improve their efficiency.</li> <li>•</li> </ul> <p><b>Projects</b></p>

	<ul style="list-style-type: none"> <li>Act as project resource when necessary, particularly where projects have a relationship with core enterprise technologies. Providing specialist skills, insight, customer engagement and experience.</li> </ul> <p><b>Training design and delivery</b></p> <ul style="list-style-type: none"> <li>Deliver targeted, planned and structured coaching/training. Delivered in workshops, in one-to-one and group environments, virtually or as required at other sites across England and Wales.</li> <li>Provide any other training required by users, as directed by the IT Head of Customer Solutions</li> <li>Provide training and 'how do I' support for RSPCA standard enterprise solutions, deployed to a range of desk based and mobile working environments including: <ul style="list-style-type: none"> <li>All apps and tools within the Google Workspace catalogue</li> <li>Google Chrome browser use including associated standard extensions and applications</li> <li>MS Office suite of products</li> <li>Voice and unified communications systems (cloud telephony)</li> </ul> </li> </ul> <p><b>Other</b></p> <ul style="list-style-type: none"> <li>Undertake travel across the UK as directed by the Head of IT Customer Solutions to deliver training, support, workshops as required by projects and customers. Content, planning and approach designed and delivered independently.</li> </ul>
<b>Key Interfaces</b>	Head of IT customer solutions IT business partner IT security officer Head of IT Services/Services technical team members (All) All employees including Trustees for induction and consultancy  RSPCA Google partner (supplier)
<b>The Person</b>	

<b>Personal Attributes and Key Competencies</b>	<ul style="list-style-type: none"> <li>• Ability and willingness to develop IT solutions knowledge to an advanced level</li> <li>• Good listening skills</li> <li>• Attention to detail</li> <li>• Flexible approach to work duties.</li> <li>• Excellent organisational skills</li> <li>• Excellent communication skills; explaining technical details to non-technical customers at a range of levels (senior to junior)</li> <li>• Strong interpersonal skills to successfully engage with all levels of an organisation.</li> <li>• Ability to work in a sometimes pressurised environment</li> <li>• Strong customer focussed positive approach</li> <li>• Specific skills should include strong interpersonal skills to successfully engage with all levels of an organisation.</li> </ul>
<b>Essential Key Skills, Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• GCSE or equivalent.</li> <li>• Comprehensive experience using and knowledge of MS Office and enterprise communication and collaboration tools such as Google Workspace</li> <li>• Experience of solving business problems through the exploitation of enterprise technologies.</li> <li>• Experience of configuring exploiting advanced applications in MS Office and/or Google Workspacenvironments</li> <li>• Experience of working in an IT environment in a role that involved provision of customer engagement and consultancy</li> <li>• Experience of delivering training/coaching, facilitated workshops,courses groups of various sizes</li> <li>• Experience of designing and delivering a broad range of training solutions.</li> <li>• Due to the diverse nature of the technologies supported by the job holder, they have a wide breadth of core business IT knowledge and skills.</li> </ul>
<b>Desirable Key Skills Qualification &amp; Experience</b>	<ul style="list-style-type: none"> <li>• An IT/IS qualification or a business qualification with IS elements</li> <li>• Training / coaching, qualification</li> <li>• Used helpdesk call logging solutions</li> <li>• Comprehensive knowledge of enterprise cloud collaboration solutions</li> <li>• Experience of using and managing cloud based business solutions</li> <li>• Experience of working in an IT environment in a role that involved escalating and working with other IT teams to resolve issues.</li> <li>• Experience of testing and assessing updated or new collaboration and communication solutions</li> </ul>
<b>Personal commitment to:</b>	<ul style="list-style-type: none"> <li>• Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals.</li> <li>• Take care of their own health and safety and that of others who may be affected by their acts and omissions.</li> </ul>

	<ul style="list-style-type: none"> <li>• Uphold the RSPCA's core values</li> <li>• Cooperate with Society policies and procedures</li> <li>• Understand and comply with any Society Code of Conduct.</li> </ul>
<b>RSPCA Core Values</b>	<p>Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.</p> <p>They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.</p> <p><b>We are compassionate:</b> we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times</p> <p><b>We are inspirational:</b> we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better.</p> <p><b>We are committed:</b> we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm.</p> <p><b>We are expert:</b> we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience.</p> <p><b>We act with integrity:</b> we are honest and trustworthy, we act with integrity, we do what's right.</p>

Creation and Authorisation		
<i>Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.</i>		
Profile written by: Alan Moynihan	Role:	Date:
Approved by (operations):	Role:	Date:
Approved by (HR): Lauren Burnett	Role: HRBP	Date:

**Date Job last evaluated:**