



Wales Co-operative Centre
Canolfan Cydweithredol Cymru

The Wales Co-operative Centre is an innovative, forward-thinking organisation, focused on helping Wales to become a better, fairer, more co-operative nation. For almost 40 years we have supported the growth of co-operatives and social enterprises, delivered significant programmes that tackle digital and social inclusion and, more recently, strengthened our commitment to digital leadership and innovation in all areas of our work. We continually seek opportunities to influence and effect change, based on our extensive knowledge and experience across key areas of social and economic policy.

We are now recruiting for the role of:

Mobile Device Administrator

Job purpose: To support the Centre's roll out of mobile devices to ensure that they are being used regularly and effectively, and to deal with any support issues. To administer a database of assets and provide 'real time' updates to Centre Staff.

Starting Salary: £23579 per annum

Contract: Fixed Term 1st October 2020 to 31st March 2021

Hours: 35 hours per week

Location: Working from home with occasional travel as required.

Closing date: 22:00hrs, 9th August 2020

To apply, or for more information about us, our culture and values, please visit <http://wales.coop/careers/> . To find out more about Digital Communities Wales go to <https://www.digitalcommunities.gov.wales/> .



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Wales Co-operative Centre
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Cymru

Digital
Communities
Wales





Job Purpose: To support the Centre's roll out of mobile devices to ensure that they are being used regularly and effectively, and to deal with any support issues. To administer a database of assets and provide 'real time' updates to Centre Staff.

Accountable to: Project Manager

Role Specific Main Duties and Responsibilities

1. Co-ordinate the provision of mobile devices, distributed to organisations and individuals across Wales.
2. Using a Mobile Device Management System, record and maintain, on a timely basis, an asset register and device usage Management information.
3. In a help desk capacity, be the first point of contact for all first line enquiries and support for device users. Liaise with IT support provider for more difficult issues.
4. Prepare Management Information (MI) on device usage. Use the MI to:
 - a. Report to Regional Managers within Digital Communities Wales
 - b. Proactively direct support to device users in most need, ensuring user gains maximum benefit from the device.
 - c. Recall, reset and redistribute devices where necessary.
5. Liaise with key stakeholders, including Welsh Government, Senior managers withing Councils, Care Homes and Hospices, supporting them in delivering their objectives and targets. As well as key suppliers for device and sim data.
6. Attend and contribute to DCW team meetings. Reporting on device management and delivery to feed in to the DCW overall contract objectives.

Wales Co-operative Centre Duties and Responsibilities

1. Work co-operatively with other staff and Wales Co-operative Centre programmes to promote the work of the Centre and facilitate achievement of the vision
2. Contribute to and represent the values of the Wales Co-operative Centre
3. Promote and ensure safe working practices in line with Health and Safety requirements
4. Adhere to all Wales Co-operative Centre policies and procedures
5. Actively promote diversity within the Wales Co-operative Centre
6. Play an active role in achieving excellence
7. Maintain proper records of activity and produce reports as required
8. Regularly attend and contribute to team meetings
9. Work flexibly, including early mornings, evenings or weekends as necessary
10. Travel as necessary to meet the requirements of the post
11. Undertake professional development as required
12. Undertake such other duties appropriate to the level of the post that may reasonably be required.

It should be noted that this job description merely provides a summary of the main duties and responsibilities of the post. It may be subject to periodic review and modification in conjunction with your Line Manager and the HR Manager which may lead to revisions in light of operational requirements.



This document outlines the knowledge, skills and behaviours which our ideal candidate will be able to demonstrate. If you feel that you could be the next member of our team, please tell us how you meet the criteria listed in section 1 within your application. Please address each point clearly.

1.0	Role Specific Knowledge / Skills / Behaviours
1.1	Knowledge of digital devices including tablets, laptops, smart phones) and smart home tech software systems
1.2	Strong problem solving skills
1.3	Ability to provide clear assistance and instruction to people with different levels of IT abilities, both remotely and in person
1.4	Ability to operate and maintain administrative systems
1.5	Ability to communicate effectively with organisations which are operating under high pressure and a high level of Covid-19 related business restrictions
1.6	Attention to detail and deadline management

NB: The ability to communicate in Welsh is a desirable but not an essential criteria for this role

All Wales Co-operative Centre staff are also expected to be able demonstrate the following core skills and behaviours. Some or all of these will be tested at interview stage.

2.0	Core Skills
2.1	Ability to manage own workload, time and diary in order to meet deadlines / achieve outcomes
2.2	Ability to work independently with minimal supervision
2.3	Ability to work calmly and efficiently under pressure
2.4	Ability to work co-operatively and effectively as part of a team
2.5	Ability to competently use MS Office and online/virtual meeting software such as MS Teams, Zoom, Skype etc.
2.6	Ability to deliver excellent customer service
2.7	Ability to communicate effectively, verbally and in written format, across various audiences
2.8	Ability to build relationships with internal and external stakeholders
2.9	Ability to identify opportunity for innovation and solve problems
2.10	Ability to adapt to change

3.0	Core Behaviours
3.1	Co-operation – work collaboratively for mutual benefit
3.2	Support – give your time, expertise and encouragement
3.3	Fairness – value diversity and democracy
3.4	Integrity – strive to be open and honest in everything that you do
3.5	Positivity – invest your energy on achieving outcomes
3.6	Inspire - stimulate businesses, communities and people to take control and reach their potential
3.7	Punctuality
3.8	Committed to continuous professional development

