



HERTFORDSHIRE  
CONSTABULARY

## ROLE PROFILE

<b>Role Title:</b>	<b>Asset &amp; Licensing Coordinator</b>
<b>Rank/Grade:</b>	<b>(B) SC5 (C) SC5 (H) A3</b>
<b>Job Family:</b>	<b>Business Support</b>
<b>Reporting to:</b>	<b>ICT Change and Asset Team Leader</b>
<b>Main purpose of the role:</b>	To establish and maintain the ICT Configuration Management System (CMS) and associated information sources concerning ICT assets and services. Assist with the management and administration of software licensing across BCH.

### Key Responsibilities

- Manage the data held within the CMDB, Service Catalogue, Service Portal and other data sources such as SNOW that make up the ICT Configuration Management System (CMS), to ensure ICT asset data is fit for purpose for the needs of ICT processes and policies, customers and external functions such as Finance and Risk & Insurance, and contribute to the avoidance of unplanned outages to ICT services. Identify, control, maintain and verify all Configuration Items (CI) in existence to ensure ownership, relationships, versions and identifiers are known; only authorised and identifiable CIs are accepted and recorded from receipt to disposal. Report on the data as appropriate to fulfil the needs of the department, customers, auditors etc.
- Assist the ICT Change and Asset Team Leader with the management and administration of software licensing across BCH, undertaking initiatives for ensuring best use of existing licenses across the estate. Identify and analyse the most appropriate licensing models and savings opportunities for new purchases and renewals of software licensing and services, working closely with Procurement & Contracts and Suppliers. Facilitate external supplier licensing compliance and other audits.
- Validate the quality of data held within the CMS using appropriate reporting, use of verification tools and the performance of audits to check that the physical ICT assets are consistent with CMS and undertake necessary corrective action to improve quality. Under the guidance of the Team Leader undertake stock checks and audits. Undertake the disposal of ICT assets according to ICT procedures, including the liaising with third party disposal companies.
- Work with the ICT Change and Asset Team Leader to undertake to ensure processes and procedures for configuration management and licensing are embedded within the ICT Services Department, supporting, advising and providing overviews to ICT Colleagues in the use of CMS and the importance of data accuracy. Ensure that all documentation and administration of data is rigorously completed for all licensing and configuration management functions.

<b>Agile Working</b>	
<b>Psychological Assessment</b>	
<b>Return on Investment</b>	
<b>Limited Duties</b>	

<b>Financial e.g. Limits/Mandates</b>	<b>Non-Financial e.g. Staff Responsibility</b>
• None	• None

### Entry Requirements

- Educated to GCSE level or equivalent (Inc. Maths & English)
- Formal software licensing accreditation such as Fast Practitioner would be desirable
- An ICT Infrastructure Library (ITIL) Service Management foundation certificate would be desirable
- Previous experience of software asset management and utilising a software asset management tool
- Ability to use Excel
- Experience of interpreting licensing terms and conditions
- Must be capable of good verbal and written communication at all levels
- Problem solving and analysis skills and ability to pay a high level of attention to detail
- Ability to work as part of a team and prioritise workload



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### Any other General Requirements/Scope

- The post-holder may be required to work across BCH, attend meetings and to liaise and work with staff in different locations, therefore the ability to travel is essential.
- The post holder will be expected to comply with health and safety requirements.
- Vetting will be required, as advised by the vetting unit.
- The post holder will be expected to undertake training as and when required.
- Following appropriate training, to take on the role of Evacuation Marshal if no volunteers come forward in the post holders work location.

### Obligatory Requirements

- Before commencement of this appointment, this role is subject to medical assessment. For some roles health screening or surveillance may be required on a regular basis, as identified by line manager risk assessments.
- There is a requirement for the role holder to meet the probationary objectives set.

### Personal Qualities (Behavioural Competencies)

#### We are emotionally aware

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

#### We take ownership

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

#### We are collaborative

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

#### We deliver, support and inspire

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

#### We analyse critically

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.



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### We are innovative and open-minded

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures to make continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.