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| Role Title  | Stores Person  |
| Function & Dept. | Asset Management  |
| Career Growth Level | Supporting (G)  |
| CGP Descriptor  | These roles have entry level knowledge of practical processes. These are process and administrative roles that carry out work under instruction and supervision |
| Team  | Asset Management  |
| Reports to | Asset Manager |
| Role Purpose  | Responsible for general day to day IT stores maintenance, control and movement of stock. The effort includes receiving new goods, formal verification against delivery documentation, asset recording of stock and maintaining stock records.  |
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| Key Responsibilities  |
| 1. Release/reservation of stock, following authorised procedures.2. Creates/maintains support process documentation, report information, and metrics.3. Provides a point of reference and source of guidance for other users of the business/functional process. Ensures the timely distribution of information.4. Completes data entry and analysis and follows up required actions with the client. Adheres to agreed Service Request Management methodologies and best practices.5. Interface with Service Request, customer IM Service Delivery and disposal teams6. Support daily operational review(s) as required.7. Identify, investigate and recommend changes in the delivery of services, aimed at reducing cost and improving the quality of service provision to the customer.8. Plan and direct own activities with minimal management supervision.9. Ensure that all reports are accurate and submitted consistently within set time frames.10. Assistance with regular audit activities |
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| Person Specification  |
| 1. Ability to follow procedures.2. Ability to deal with and liaise with other departments in a confident and helpful manner3. Ability to work un-managed towards individual and team objectives associated with the role.4. The ability to make a positive contribution to the development and improvement of services and to the overall IT Request operation.5. Ability to drive results within tight timeframes. Must be able to deliver results and negotiate changes while working with a cross functional team.6. Focused on delivering agreed objectives and results. |

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| Key Competencies |  | Level  |
| 1. | Planning & Organising  | 1 |
| 2 | Customer Service Support | 1 |
| 3. | Asset Management  | 1 |
| 4. | Process Management  | 1 |
| 5. | Strategic Thinking  | 1 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  |  |
| 2. | Passion  |  |
| 3. | Customer First  |  |
| 4. | Agility  |  |
| 5. | Family  |  |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024 | Formatting of cells  | HR  | March 2024  |