



# RECRUITMENT

1<sup>st</sup> Line ICT Support Analyst

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Support Analyst

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# Letter to Applicants

## 1<sup>st</sup> Line ICT Support Analyst

April/May 2021

Dear Applicant,

### Re: 1<sup>st</sup> Line ICT Support Analyst

Thank you for responding to our recent advertisement for the post of **1<sup>st</sup> Line ICT Support Analyst**.

The following are accessible via our online recruitment site.

- An application form (including Criminal Records Disclosure Form and Equal Opportunities Monitoring form).
- The job description.
- The person specification.
- Principal terms and conditions of employment.

Further information about Watmos can be found on our web site [www.watmos.org.uk](http://www.watmos.org.uk)

Before completing your application, please read the job description and the person specification carefully. The selection panel will only short list applicants who have demonstrated on their application form that they meet the criteria on the person specification. Consider how all your education, training, skills and experience relate to your application. You may refer to not only your paid work but also any voluntary work and your personal activities. **You must complete the online application fully including all education, all employment history and additional information as the panel will not consider information on your CV.** Should you have any questions or have special requirements please e-mail [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk) or contact Raj Kaur, Human Resources Officer on 01922 471910.

- The closing date for receipt of applications is **9<sup>th</sup> May 2021**.
- Shortlisting will take place on **week commencing 10<sup>th</sup> May 2021**.
- Interviews will be held on **week commencing 17<sup>th</sup> May 2021**.

We regret that we will not be able to contact applicants who have not been shortlisted. Therefore, please assume that you have not been successful if you do not hear from us before the interview date.

All the very best with your application.

Yours sincerely,

*M. Anderson*

Michael Anderson  
**Group Human Resources Manager**

# Advertisement

## 1<sup>st</sup> Line ICT Support Analyst



**watmos**  
COMMUNITY HOMES

**FLY HIGH WITH US**

Leading the way in resident managed housing Watmos' unique approach has put it at the forefront of transforming communities and exceeding expectations. We are seeking an outstanding and dedicated individual who shares our passion for improving people's lives.

**1<sup>st</sup> Line ICT Support Analyst**  
**£18,650 plus benefits**  
**Location: Walsall, West Midlands**

This role involves:

- Being the first point of contact to receive and log incidents/service requests from customers via telephone, email and customer service desk and processing accordingly.
- Providing first line diagnosis, resolution and technical support with a developing element of 2<sup>nd</sup> line support.
- Working as part of a small team to provide all ICT related services across the group structure.

The successful candidate will possess outstanding problem solving skills, excellent customer service, interpersonal and communication skills and knowledge of computer hardware and Windows/Microsoft 365 desktop support.

To download a recruitment information pack and complete an online application form:

**Visit:** <https://watmos.current-vacancies.com/v?id=WATMOSCOMM&t=Watmos-Careers>

**e-mail:** [recruitment@watmos.org.uk](mailto:recruitment@watmos.org.uk)

**Write to:** Raj Kaur, Human Resources Officer  
Watmos Community Homes, 116-120 Lichfield Street,  
Walsall, West Midlands, WS1 1SZ

**Closing Date:** 9<sup>th</sup> May 2021

# Job Description

## 1<sup>st</sup> Line ICT Support Analyst

<b>Job Title:</b>	1 <sup>st</sup> Line ICT Support Analyst
<b>Department:</b>	ICT
<b>Responsible to:</b>	Group ICT Manager
<b>Responsible For:</b>	N/A
<b>Significant Relationships:</b>	<b>Internal</b> Watmos Group Staff The Watmos Board and Area Boards TMO Committee Members/Management Board Suppliers and contractors  <b>External</b> Homes and Communities Agency Regulatory Auditors Third Party Suppliers Tenants, Residents, Housing Applicants
<b>Location:</b>	Watmos Community Homes, 116-120 Lichfield Street, Walsall, West Midlands, WS1 1SZ and remote working.
<b>Special Conditions:</b>	Some weekend and evening work may be required. The hours of work are 37 hours per week between 09:00 and 17:00 Monday to Friday. Hours outside of these times may be required on occasion, therefore a flexible approach is required.

### Job Purpose

- Reporting to the Group ICT Manager, the post holder will be part of a small team who provide all ICT related services across the group structure, which comprises of 12 sites, including seven local TMO Offices, one Central Services Office, Three Local TMO Offices and one Central Services Office in London.
- The work of the post holder will directly impact upon services that support front line services, their continuity and delivery.
- The post holder will be required to function effectively in a busy, customer focussed and technically challenging environment providing predominantly 1<sup>st</sup> Line technical support with a developing element of 2<sup>nd</sup> Line support.

# Job Description

## 1<sup>st</sup> Line ICT Support Analyst

### **The post holder key responsibilities include:**

- First point of contact to receive and log incidents /service requests from customers via, telephone, email and customer service desk, processing accordingly.
- Provide First Line diagnosis and resolution.
- Provide an excellent customer service and value to end users.
- Ensure Customers are kept updated on progress.
- Prioritise and manage workload tasks, working within service level agreements.
- Work in accordance to company policies, procedures and standards.
- Take ownership of problems and follow up.
- PC Operating System Upgrades.
- Arrange 2<sup>nd</sup>/3<sup>rd</sup> Line follow up where resolution not possible.
- Assist to create internal procedure documentation.
- Update and share knowledge gained.
- Strive to fulfil the requirements and terms and conditions of the Service Level Agreements for System Administration and Support Services between ICT Services and its customers.
- Work to own initiative within a strong team.
- Perform daily & weekly system checks.

### **Support Services include:**

- Software and hardware support.
- Server operating system support.
- Desktop hardware support.
- Desktop operating system support.
- Desktop Microsoft applications support.
- First line support / liaison with specialist application providers.
- Printer Hardware support.
- Active network equipment support.

### **To support all ICT Users:**

- Ensuring that all technical support calls are processed within target-times or reported to the line manager if unable to process.
- Communicate with users to assist to assess system requirements.
- Attend all TMO offices as required.

## 1<sup>st</sup> Line ICT Support Analyst

### Personal Development

The post holder will:

- Be required to identify and report any self-development requirements in line with the post responsibilities, new technology and the changing needs of ICT Services and its customers.

### Other

- Comply with and implement the GDPR (General Data Protection Regulation).

**Note:** These duties may be performed on behalf of any member of the Watmos Group. No job description can cover every issue which may arise within the post at various times and therefore the jobholder is expected to carry out other reasonable duties and to provide cover for other staff as requested from time to time. This job description is intended to identify key responsibilities only, with specific targets to be agreed and reviewed on a regular basis. The post holder may be asked to do any other duties in line with responsibilities as required by the Group ICT Manager.

### Key Relationships

Internal	External
The Executive Team	Homes and Communities Agency
TMO Directors/Managers	Regulatory Auditors
Central Team Senior Managers	Third Party Suppliers
TMO & Central team staff	Tenants, Residents, Applicants
The Watmos & Area Boards	
TMO Committees/ Management Boards	

# Person Specification

1<sup>st</sup> Line ICT  
Support Analyst

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Qualifications</b>			
1.	Formal IT qualifications – diploma/certificate – Level 2/3 or equivalent or qualified by experience to a similar level.	✓	✓
<b>Professional Knowledge &amp; Experience</b>			
1.	Ability to identify the appropriate resolution to incidents.	✓	✓
2.	An understanding of network structure and configuration.	✓	✓
3.	A basic understanding of database structures.	✓	✓
4.	Knowledge of computer hardware and Windows/Microsoft 365 desktop support.	✓	✓
5.	Knowledge of Apple applications.	✓	✓
<b>Skills and Abilities</b>			
1.	Show a commitment to provide high quality service and customer care.		✓
2.	A positive can do attitude and flexibility in taking on a broad range of IT responsibilities and tasks at short notice.		✓
3.	The ability to quickly learn new operating procedures and maintain established systems.		✓
4.	Know how one's own actions can present a positive image of the organisation.		✓
5.	Willingly co-operate and participate with others.		✓
6.	Have the ability to work productively within a team environment.		✓
7.	Show understanding of, commitment and ability to implement equal opportunities in practice.		✓

# Person Specification

1<sup>st</sup> Line ICT  
Support Analyst

		ASSESSED	
		ON APPLICATION FORM	AT INTERVIEW PROCESS
<b>Skills &amp; Abilities (continued)</b>			
1.	Excellent communication skills (both written and verbal).		✓
2.	Fluent and clear oral communication.		✓
3.	Approachable with good interpersonal skills and the ability to interact with staff effectively at all levels.		✓
4.	Ability to communicate with different types of people.		✓
5.	Demonstrate tact and diplomacy.		✓
<b>Flexibility and Commitment</b>			
1.	Commitment to keeping abreast of technologies applicable to the post.		✓
2.	A commitment towards delivering quality customer service to internal and external customers.		✓
3.	Understanding of and commitment to health, safety and welfare of staff and customers.		✓
4.	Willingness to contribute to and be actively involved in WATMOS tenant involvement and community empowerment activities and events.		✓
5.	Willingness to travel efficiently around the UK as required.		✓

**Note:** This person specification is issued as a guideline to assist you in your duties. Because of the evolving nature and changing demands of our business, this person specification may be subject to change. You may, on occasions, be required to undertake additional or other duties within the context of this person specification, and according to the needs of the company.

# Terms & Conditions

## 1<sup>st</sup> Line ICT Support Analyst

Details of full terms and conditions of employment will be provided in a formal offer to the successful applicant. The following outlines the main aspects of the employment package: -

**Salary:** The annual salary is £18,650 plus benefits.

**Expenses:** The post holder will receive the appropriate mileage allowance where a car is used for business purposes. All reasonable business expenditure (including train journeys, hotel accommodation and subsistence) will be reimbursed on production of receipts.

### **Pension**

- Watmos operates the Pensions Trust FRP Defined Contribution Scheme.
- Your contribution rate is a minimum of 4% of your salary, but you can contribute more should you so wish.
- Watmos also contributes the equivalent of 4% of your salary towards your pension.
- You can opt out of the pension scheme should you so wish.

**Hours of Work:** The post is offered on the basis of a 37 hour week, Monday to Friday. Some evening and weekend work is required.

**Flexible Working Scheme:** Watmos operates a flexible working scheme, offering employees the opportunity to build credit to take up to one day off every 4 weeks depending on work commitments and cover.

**Annual Leave:** Annual leave entitlement is 25 days rising to 30 over a five year period pro-rata as appropriate for part-time or fixed-term posts.

**Bank Holidays and Additional Days:** Watmos' staff are entitled to 12 additional days leave that fall under the categories of Bank Holidays and additional concessionary days.

**Professional Subscriptions:** Watmos will reimburse the cost of one annual subscription to a relevant professional institution.

**Salary Sacrifice Schemes:** Watmos offers a range of salary sacrifice schemes including car lease, childcare vouchers and cycle to work.

**Retail Discounts:** Watmos offers a retail discount scheme offering high street, travel and leisure discounts.

**Travel to Work Loan:** Watmos offers a travel to work loan scheme to assist with the purchase of travel season tickets.

**Flu Vaccination:** Watmos offers a free flu vaccination.

**Car Parking:** Free car parking is available adjacent to the Watmos' offices.

**Probationary Period:** The post will be subject to a six months probationary period.

**Notice Period:** You may terminate your employment with Watmos by giving one month's written notice. The minimum period of notice to which you are entitled from Watmos during the probationary period is two weeks. The period of notice to which you are entitled following successful completion of the probationary period is one month.

**Health Screening:** All employees joining the organisation are asked to complete a 'Health Declaration' form.

# About

# WATMOS Community Homes

## INTRODUCTION

WATMOS Community Homes is a unique social housing landlord owning just over 2700 homes for rent in the Walsall area of the West Midlands and Lambeth in London. There are also 300 leaseholder properties. As a charitable housing provider, our main role is to provide accommodation for people in need of housing. We are founded on the principles of inclusion and resident empowerment in a culture which values people's individual and collective contribution to their community. Watmos Community Homes (WCH) is based around eleven Tenant Management Organisations (TMOs) who have successfully managed their own estates for many years and who provide local housing services on behalf of the WCH Group. The TMOs are run by elected resident committees who employ their own staff providing housing services and looking after their estates.

## OUR MISSION

Our mission is:

***“Developing strong, sustainable communities, within safe and pleasant neighbourhoods through resident control and locally accountable tenant management.”***

## KEY PRINCIPLES

WATMOS was set up to build on the success of tenant management in Walsall and as a social housing landlord we are proud to offer something a bit different.

Our approach is based on various key principles:

1. Tenants and residents should be in the driving seat, empowered, encouraged and supported to manage their own estates.
2. Housing services should be organised locally with accessible staff based in offices within walking distance on every estate. Service standards should be agreed within each locality that reflect the priorities set by the tenants.
3. Our estates should be attractive, desirable and offer a high level of security.
4. We shouldn't just be managing housing; we should be building a real sense of community where people look after one another.

These principles are important to us and through them we aim to provide tenants and residents with good housing conditions that meet their needs and exceed their expectations within communities that encourage people to reach their potential and improve the quality of life for themselves and others.

We aim to be one of the best housing associations in the country and demonstrate that tenant management and local community control really works.

# About

# WATMOS Community Homes

## **OUR CORPORATE DIRECTION**

Our corporate direction is decided through tenant consultation. Tenants and residents are encouraged to participate in setting the aims, objectives and priorities of our organisation, driving WATMOS in the direction that our tenants are passionate about. Our tenant satisfaction is high and our people are able to witness the shaping of the organisation through their priorities.

## **OUR VISION AND VALUES**

### **Democratic local resident control and service delivery through tenant management organisations**

As a community-based organisation with strong roots in our neighbourhoods, we're committed to providing services through our TMO partners at a local estate level, through accessible offices within walking distance. We believe this is what makes our residents the best people to help us set, scrutinise and deliver the services we provide. Their key insights and involvement ensure we maintain an effective, efficient approach to managing our business and improving our performance.

### **Providing a secure and pleasant residential environment**

We know that many tenants choose to live on our TMO-managed areas because of the attractive environments and the feeling of security. To protect and promote these benefits we'll maintain the homes and keep them in excellent condition. We'll also effectively manage the estates, addressing all levels of anti-social behaviour while investing in environmental improvements.

### **Offering social and personal development opportunities**

Because we believe our communities should thrive, we provide accredited training and support to help our residents to grow socially, develop work skills and flourish. By partnering specialist organisations, we help them improve areas like personal finances, health and well-being, allowing them the freedom and the choices to live better lives and enjoy our communities.

We recognise our staff are also an invaluable resource. We're committed to ensuring that every member has a personal development plan offering the benefits of mentoring, training and guidance to improve their CV, raise their confidence and improve performance. It empowers them to make fantastic business decisions and progress their skills and self-esteem.

### **Offering value for money**

We're proud to be an independent Registered Provider that's resident controlled. We take great care to ensure that our financial success supports the vision and ambitions of our unique organisation. Our ethos of offering value for money is a primary objective and the views of residents and stakeholders drive our understanding of performance in this area. As a team, we pledge to keep WATMOS Community Homes financially strong without lowering the high standard of local housing services we offer. We're also committed to maintaining the transparency our residents expect. As a result, we ensure our business plan is up to date and fit for purpose whilst also promoting a positive relationship with our Regulators and Funders.

# About

## WATMOS Community Homes

### **Working with others to provide strong sustainable community led housing**

By working with key stakeholders we promote the values of community-led housing, demonstrate the benefits of tenant management, protect social tenants' right to manage their homes and champion the housing co-operative principles. We believe that services led by tenants are more likely to be in tune with their genuine needs. Working together with like-minded organisations locally, regionally and nationally WATMOS Community Homes promote and raise the profile of community-led housing and strengthen the co-operative housing sector within the wider housing world.

### **OUR CORPORATE PRIORITIES 2018 – 2023**

#### **Investing in our Homes and Neighbourhoods**

We know that our residents really value being part of a community. It matters to them and that's why it's important to help them maintain their home, improve their environment and instil a sense of pride about the area they live in.

At a strategic and enabling level we will aim to achieve this by:-

- Continuing to provide high quality homes exceeding the National Decent Homes standard supported by a plan to invest in the current and future needs of properties and estates.
- Achieving real tenant satisfaction in all areas of our work by providing excellent resident led repairs services shaped to meet local area priorities
- Improving the financial and social returns from our housing and non housing assets.

#### **Promoting Community Empowerment, Involvement and Social Value across our Operations**

Involving our residents is essential to the way we work. The development of effective resident empowerment and participation, from governance level to service delivery, ensures we accurately meet the needs and expectations of our customers. By co-designing our services we can share decision-making power with the people who matter. This means their voices are heard, valued and debated before any actions are carried out.

We aim to achieve this by:-

- Connecting with existing groups and plan any activities with an understanding of what's already happening in an area.
- Providing support groups to create more social action-based options for people who need guidance.
- Ensuring social action flourishes by removing barriers and reducing inequalities to encourage more reluctant groups to participate.
- Supporting the local economy
- Improving our external image, community relations and service delivery

# About

## WATMOS Community Homes

### **Organisational Prosperity**

We're a unique organisation offering residents more than housing. We want to understand and quantify the difference our approach has made to improving quality of life for our residents. We'll use this information to ensure the organisation prospers, so more people benefit now and in the next generation.

We aim to achieve this by:-

- Ensuring strong governance, including succession planning, skills analysis and good practice in governance.
- Growing our organisation strategically by stock transfer, acquisition and development.
- Building productive working relationships, partnerships and strategic alliances.
- Improving our financial efficiency and corporate financial strength.
- Offering greater transparency in our financial business and striving for delivering Value for Money in the context of our service delivery model.
- Improving our internal and external communications, increase our profile and influence within social housing and mutual housing models.
- Continuing to manage risk effectively, including high level risk and assurance at Board level, as well as risk triggers throughout the business.
- Making technology work for us to streamline back office functions and front line services.

### **Investing in Our People**

We know our organisation's success relies on the dedication of our volunteers and staff. The commitment and contribution made by every one of them is invaluable and hugely appreciated. In return, we aim to support them in developing their own personal skills and reach their full potential. It's also important for staff to recognise a direct link between the performance of the organisation and their pay, so we can work together to create an even more successful organisation.

We aim to achieve this by:-

- Developing a culture of high performance and efficiency.
- Ensuring that staff and volunteers who've contributed to our success are recognised and rewarded.
- Ensuring staff and volunteers are capable and competent to meet organisational goals.
- Achieving high levels of staff satisfaction through employee well-being, involvement, commitment and pride.
- Inspiring individual members of staff to learn, develop and support their career aspirations.
- Celebrating and communicating our success.

# About

## WATMOS Community Homes

### **Delivering and Improving our Community Led Housing Services**

Understanding our performance across a range of indicators is vital to making sure we meet our corporate priorities. These have been identified by our residents and stakeholders using consultation events across the Group. This helps us make sure the services we provide as a landlord genuinely meet the needs of our communities. It also determines whether they're up to date and offer value for money whilst maintaining the ethos and values of WATMOS Community Homes.

We aim to achieve this by:-

- Being a great landlord offering locally based, high quality services.
- Being efficient and effective in meeting the services needs of our residents.
- Achieving high levels of tenant and leaseholder satisfaction.