

Job Title: IT Universal Access Lead

Job Grade: Level 4, Zone 1

Salary Range: £43,004 – £49,131

About the role:

The role of the IT Universal Access Lead will be crucial in shaping how our organisation approaches support processes across the universal access and non-standard user personas. Collaborating across Technology Teams, they will directly contribute to Camden's cloud adoption strategies, with the opportunity to lead in maintaining and developing policies and processes for the organisation's management of non-standard devices.

Additionally, they will work with service delivery leads to more closely align the technical support model for non-standard users with the current core support model. The postholder will report to the IT Support Delivery Lead.

About you:

We are seeking a results-driven leader to work in close collaboration with the Digital Change Coordinator and take ownership of advancing our universal access and non-standard user offerings. You will serve as a key point of contact within Service Delivery, maintaining strong business relationships with service managers who lead teams of universal access and non-standard users.

In this role:

- You will be comfortable challenging existing processes.
- You will adeptly navigate difficult conversations and resolve conflicts with confidence.
- You will build strong relationships with stakeholders at all levels of the organisation.
- You will embrace change and approach problem-solving with creativity.
- You will demonstrate a commitment to learning and stay abreast of emerging technologies.

Key Responsibilities:

In collaboration with the Digital Change Coordinator, you will be responsible for the following key areas:

1. **User Education:** Develop and deliver training for managers and end-users, covering onboarding, mobile phone induction, and non-standard IT processes.
2. **Manager Training Ownership:** Own and maintain the manager training curriculum specifically tailored for non-standard users.
3. **Stakeholder Engagement:** Engage with stakeholders across departments, functions, and services to gather technical requirements and enhance the non-standard user experience.
4. **Continuous Improvement:** Support the continuous improvement of training offerings for both Universal Access Account and low-skilled users.

5. **Alignment and Adoption:** Drive alignment between standard and non-standard user offerings, promoting the adoption of Core M365 applications.
6. **Digital Inclusion Advocacy:** Identify potential Camden teams that may have become digitally excluded from the organisation.
7. **Cross-Functional Collaboration:** Play a pivotal role in the cross-functional working group alongside key DDS stakeholders, enhancing the smartphone offer for the organisation.

Additionally, your responsibilities include:

- Document lessons learned and new workflows accessible to teams across the service desk, as well as wider teams within Technology and DDS.
- Expand the scope of the Camden kiosk network to provide a convenient approach for all Camden users beyond universal access.
- Collaborate with the IT Service Performance Lead to identify support trends related to the universal access and non-standard user group.
- Distil insights from engagements with service managers to forecast upcoming demand for both non-standard and universal access user groups.
- Maintain strong stakeholder relationships with HR and finance, contributing to an improved user experience for universal access and non-standard users.
- Maintain issue logs related to universal access, non-standard users, and the kiosk network. Additionally, provide on-site troubleshooting support for both universal access and non-standard users, including desktop support.

Key Competencies & Attributes:

- **Leadership:** main escalation for issues arising from the provisioning and support of the universal access and non-standard user groups.
- **Communication:** communicate effectively across organizational, technical and political boundaries whilst understanding the context.
- **Delivery Focused:** understanding of how individual tasks align with overall objectives to deliver successful outcomes and positive change.

Technical Knowledge and Experience:

- Strong experience using Jira Service Management and Jira Projects. would be an advantage.
- You will be proficient in supporting a Windows environment as well as:
 - SharePoint.
 - Citrix environments.
 - Smartphone/tablet configurations.
 - Active Directory Administration / Group Policy Management.
 - Use of deployment automation tools, particularly SCCM, Microsoft Intune.
 - PowerShell scripting experience would be useful.
 - Remote connection tools.
 - Client VPN setup and troubleshooting include 2FA, Bit locker, MDM experience.
 - Networking knowledge including DNS/DHCP/Wireless/Printers/Scanners/AV/VC Kit.

Key relationships:

- This post reports to the IT Support Delivery Lead with a dotted line to the Digital Change Lead within the Technology Adoption Team and objectives will be closely aligned to those of the Digital Change Coordinator - Universal Access.
- This post will work closely with Leads across Service Delivery to advance the universal access and non-standard user operating model.
- This post will work closely with stakeholders in HR, Finance in addition to Service Managers who lead teams of universal access and non-standard users.
- The postholder will be encouraged to proactively network with teams across DDS.

Over to you:

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk

Is this role Politically Restricted?

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

Diversity & Inclusion:

We want Camden Council to be a great place to work and to ensure that our communities are represented across our workforce. A vital part of this is ensuring we are a truly inclusive organisation that encourages diversity in all respects, including diversity of thinking. We particularly welcome applications from Black, Asian and those of Other Ethnicities, LGBT+, disabled and neurodiverse communities to make a real difference to our residents so that equalities and justice remains at the heart of everything we do. Click Diversity and Inclusion for more information on our commitment.

Agile working:

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK (www.HireMeMyWay.org.uk). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

Asking for Adjustments:

Camden is committed to making our recruitment practices barrier-free and as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format,

please contact us on 020 7974 6655, at resourcing@camden.gov.uk or post to 5 Pancras Square,
London, N1C 4AG.