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| **Post Details** | **Last Updated:** 18/07/2025 |
| **Faculty/Administrative/Service Department** | IT Services |
| **Job Title** | IT Asset & Procurement Analyst |
| **Job Family**  | Professional Services | **Job Level**  | 2B |
| **Responsible to** | Head of IT Asset Management |
| **Responsible for (Staff)** | None |
| **Job Purpose Statement**To own the end-to-end lifecycle of University IT hardware assets including planning, purchasing, inventory accuracy, reporting and sustainable disposal. The role also acts as the key liaison between IT Services, HR/Finance/Procurement and suppliers to ensure value-for-money, policy compliance and excellent customer experience. |
| **Key Responsibilities** This document is not designed to be a list of all tasks undertaken but an outline record of the main responsibilities (5 to 8 maximum)  |
| 1. Asset lifecycle ownership: manage incoming hardware requests (e.g. via email or ticketing system), assess and process them in line with policy and maintain a single source of truth for all client-device assets from goods-in to compliant disposal, including performing sampling audits and reconciling expectations.
2. Procurement & PO administration: produce hardware requisitions, track orders, resolve supplier issues and receipt goods in Agresso.
3. Data & reporting: produce accurate inventory, spend and lifecycle reports whenever requested, supplying reliable data for management dashboards, audits and decision-making.
4. Process improvement: identify and implement efficiency gains (e.g. ticket templates, goods-in workflow automation) in line with ITAM strategy.
5. Stakeholder liaison: act as primary contact for faculties, Finance and suppliers on hardware enquiries, ensuring timely, policy-compliant outcomes.
6. Compliance & sustainability: enforce asset-management and procurement policies, support Green Impact initiatives and maintain audit-ready records.
7. Coaching & escalation: act as subject matter contact, mentoring and providing guidance on university procedures and acting as first point of escalation for complex requests.
8. Continuous improvement: contribute to IT Services service-management initiatives and keep professional knowledge (e.g. ITIL, IAITAM) current.

**N.B. The above list is not exhaustive.** |
| All staff are expected to:* Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy.
* Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students.
* Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions.
* Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role.
* Undertake such other duties within the scope of the post as may be requested by your Manager.
* Work supportively with colleagues, operating in a collegiate manner at all times.

**Help maintain a safe working environment by:*** Attending training in Health and Safety requirements as necessary, both on appointment and as changes in duties and techniques demand.
* Following local codes of safe working practices and the University of Surrey Health and Safety Policy.
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| **Elements of the Role**This section outlines some of the key elements of the role, which allow this role to be evaluated within the University’s structure. It provides an overview of what is expected from the post holder in the day-to-day operation of the role. |
| **Planning and Organising** * The post holder is expected to take responsibility for the delivery and management of their workload, with minimum supervision and for planning, organising and delivery their work to meet expected deadlines and performance metrics / SLAs.
* Requests for support and information / data may arise at the last minute or change at short notice, therefore the post-holder is expected to demonstrate initiative in the arrangement of their immediate work priorities, including successfully managing conflicting demands.
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| **Problem Solving and Decision Making** * The post holder is expected to understand the options available to resolve issues and make effective and appropriate decisions to meet agreed deadlines. University policies and procedures are in place to reference and refer to.
* In instances where the post holder experiences more unusual enquiries or issues, the best course of action is a matter of choice, based on prior experience or past precedents; more complex issues should be referred for discussion with your line manager or appropriate manager, with suggested solutions if available.
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| **Continuous Improvement*** The post holder will have leeway, to improve the efficiency and effectiveness of their role in terms of processes, reports produced etc. ensuring that it still delivers appropriate outcomes within university policies and procedures.
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| **Accountability** * The role may occasionally be exposed to confidential or sensitive information and therefore the post holder will be expected to demonstrate an appropriate level of discretion.
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| **Dimensions of the role*** Although the post does not have any budgetary responsibility, the post holder is responsible for ensuring the accurate provision of purchasing / cost information, including spend and balances where needed.
* The role is an administrator on the team and although does not have any direct supervisory responsibility, will be expected to act as a point of escalation and for issue resolution and will also be expected to provide some cover in the absence of team members.
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| **Supplementary Information***.** Attention to detail is important, ensuring the highest levels of accuracy in all aspects of work, especially when producing and analysing management information.
* Good communication is key to successful delivery of this role, as the post holder will be liaising with staff across the University, as well as external suppliers. The post holder will therefore be expected to be a confident communicator.
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| **Person Specification** This section describes the sum total of knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role. |
| **Qualifications and Professional Memberships** |  |
| HNC, A Level, NVQ, HND level or equivalent relevant work experience.OR Broad vocational experience, acquired through a combination of job-related vocational training and considerable on-the-job experience, demonstrating development through involvement in a series of progressively more demanding relevant work/roles. | E |
| **Technical Competencies (Experience and Knowledge)** This section contains the level of competency required to carry out the role (please refer to the Competency Framework for clarification where needed and the Job Matching Guidance). | **Essential/Desirable** | **Level****1-3** |
| Experience of using Finance systems to manage purchasing and invoicing | D | 3 |
| Experience of working with suppliers and stakeholders to support delivery of requests | E | 3 |
| Experience of using databases, excel and customer requests systems to manage requests | E | 3 |
| Experience of working in a customer focused environment / team | E | 3 |
| **Special Requirements:**  | **Essential/Desirable** |
| Able to work flexibly as required, to support on-campus work (e.g., goods-in / deliveries) | E |
| **Core Competencies** This section contains the level of competency required to carry out this role. (Please refer to the competency framework for clarification where needed). n/a (not applicable) should be placed, where the competency is not a requirement of the grade. | **Level****1-3** |
| CommunicationAdaptability / FlexibilityCustomer/Client service and supportPlanning and OrganisingContinuous ImprovementProblem Solving and Decision Making SkillsManaging and Developing PerformanceCreative and Analytical ThinkingInfluencing, Persuasion and Negotiation SkillsStrategic Thinking & Leadership | 333222233n/a |
| This Job Purpose reflects the core activities of the post. As the Department/Faculty and the post holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. The University expects that the post holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the Job Purpose become necessary, the post holder will be consulted and the changes reflected in a revised Job Purpose. |
| **Organisational/Departmental Information & Key Relationships** |
| Background InformationThe IT Asset Management team, commonly referred to as CIDO, is a small, focused team providing high-quality support to IT leadership, the wider IT Services department, and colleagues across the University.IT Services supports a broad and diverse user base, including professional staff, academic colleagues and students. The department is structured around key thematic areas: Service Delivery, Service Design, Security, and Technology, to ensure focus on its core deliverables.We aspire to be a trusted partner in enabling the University’s goals, continuously improving the student, academic and research experience, and driving operational effectiveness and efficiency through technology.Our Vision for IT Services at the University of Surrey is:• To champion IT as a trusted partner and expert adviser, enabling the University to continue making wonderful things happen here.• To develop a seamless, flexible and capable team of IT professionals, working in close partnership with faculties, staff and students.• To foster an effective, productive and stimulating environment that harnesses technology to enhance the experience of all members of the University. |
| Department Structure Chart *Please highlight the post holder’s role by right clicking and selecting format shape, selecting solid fill and 2nd shade of blue in list. Boxes can be added/removed by right-clicking and selecting add shape or cut. Font should be Frutiger LT Std 45 Light (max font size 10).* |
| Relationships *This is not an exhaustive list of every relationship the post holder has, but is a brief description of those that play an important part in the post holder successfully carrying out the role. It should identify the significant internal and external relationships and contacts that the post holder has in their job and describe the overall purpose and nature of those relationships (i.e. exchanging information, negotiating, networking, etc.)***Internal*** IT Services colleagues
* Procurement
* Finance Services / Support
* Faculty & Department colleagues

**External*** Supplier Sales / Support Teams
* Account Managers
* Delivery / courier companies
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