



Role Title	Senior Rosa Support Specialist		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Communicating and Influencing 	<ul style="list-style-type: none"> Managing a Quality Service
Purpose	To Support the Cross Government Rosa Platform in all End User Roles. Training, Corporate Information, Account Management and Rosa Laptops primarily to FCDO/FCDO Services staff, partners across government and friendly foreign governments.		

Key Accountabilities

- Act as Deputy Head of the Rosa Management Team.
- Act as Subject Matter Expert across all Rosa disciplines.
- Manage the ROSA Training Team.
- Ensure delivered training courses meet customers' needs and expectations.
- Produce management information reports.
- Ensure service documentation and procedures are accurately recorded and updated.
- Research and makes recommendations to senior grades to improve the service provision.
- Maintain own professional development and expertise to support and grow the business.
- Work with the Cabinet Office Rosa Authorities to maintain currency of all training materials, policies and processes.
- Makes recommendations to direct reports regarding operational/service issues and manages customer expectations.
- Manage coordinate and prioritise day to day work of the team and directing others to ensure requirements are met.
- Direct engage performance manage coach and develop team of Rosa Specialists to drive high performance.
- Resolve any escalated service issues those that can be resolved escalate to Head of Rosa Team.

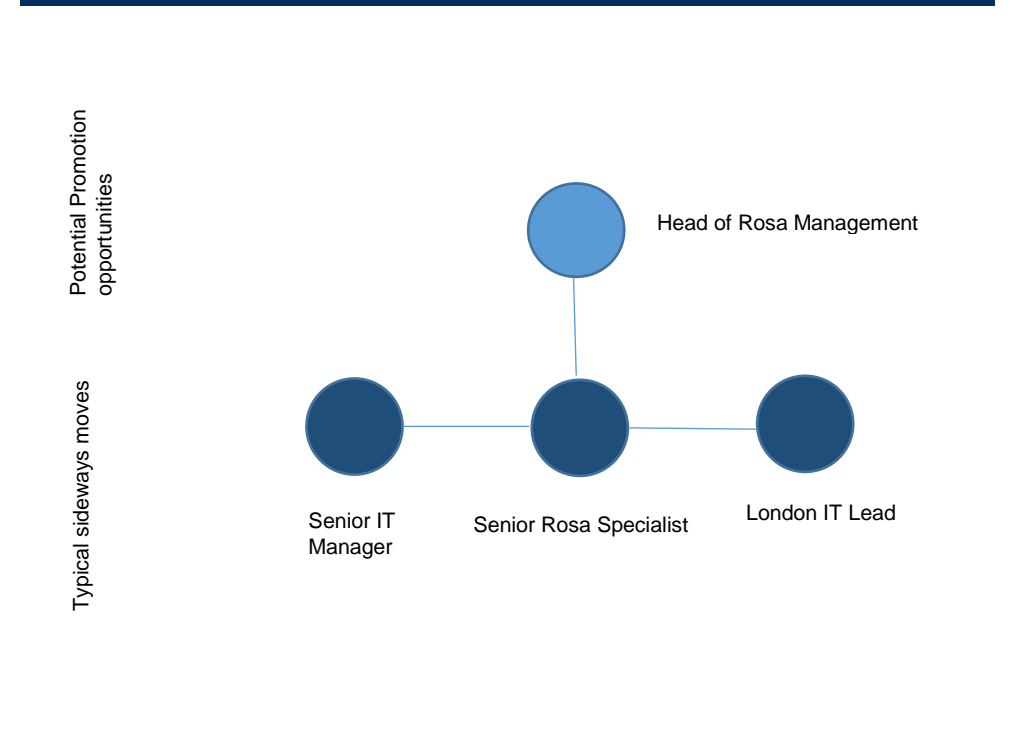
Authority and Scope

- Act as Deputy Head of the Rosa Management Team, providing expert technical advice and guidance to the Head of Rosa Management
- Provides advice and guidance to their reports about complex issues and problems.
- Act as Subject Matter Expert across all Rosa disciplines.
- Act as Primary lead for User Training
- Act as Secondary Partner Account Manager, Corporate Information Manager, and Laptop Pool Manager.
- Act as FCDO point of contact.
- Line manage the specialist team, key decision maker for process changes and improvements. Prioritisation of work across the team, monitoring /reporting and improving productivity / delivery / service.

Internal and External Communications

- Liaise with the Rosa Service Organization to facilitate requests and resolve issues
- Manage and utilize the four Rosa Distribution Lists on both Tiers to effectively cascade information and respond to requests and questions
- Manage Rosa DipTels
- Regularly liaise with the Cabinet Office Rosa Authorities to maintain currency of all training materials, policies and processes.
- Maintain and update the Rosa Community sites on OFFICIAL
- Support the weekly and monthly Service reporting to the customer
- Deliver high level training and advice to end users and PAG

Potential Next Career Moves



Skills

- Line Management and Leadership.
- Deliver instructor-led training.
- Deliver Remote Training via audio visual technologies.
- Deliver on-the-job training.
- Stakeholder management.

Qualifications, Knowledge and Experience

- Essential**
- Trained and accredited to Cabinet Office Standards as a Rosa Trainer.
 - Trained and accredited to Cabinet Office Standards as a Rosa Laptop Pool Manager.
 - Good SharePoint admin and development
 - High level of knowledge in all Rosa Disciplines
 - Good level of MS OFFICE knowledge esp. Excel and Word
 - Experience of classroom-based training.
 - Experience of delivering remote training.

- Desirable**
- Experience in delivering Application training other than Rosa
 - Level 3 Certificate or Diploma in Learning and Development
 - Member of a relevant professional body
 - Experience of leading small teams