

Asset and Licencing Manager

- Service area: Resources: IDS Operations
- Grade: PO5
- Reports to: Commissioning and Commercial Planning Manager
- Your team: Information and Digital Governance
- Number of supervisees: One

Our mission

We are determined to create a more equal Islington, where everyone who lives here has an equal chance to thrive.

To do this, everyone who works at Islington Council lives by a set of values which guide us in everything that we do: collaborative, ambitious, resourceful, and empowering. They spell out 'CARE', which is what we think public service is all about.

[Watch our video](#) to hear more about our mission and how you can help us achieve it from the Leader of the Council, Cllr Kaya Comer-Schwartz.

Key responsibilities

The Asset and Licensing Manager is a key role in the Digital Service and is pivotal to ensuring licencing, asset and infrastructure management processes and records are consistent and accurate and that costs are effectively managed.

These elements are key to the Council's security, compliance, and effective management of its investment in hardware, infrastructure and software to support service delivery for our community. The role is therefore fundamental to the Digital Service's overall budget and service management, including associated contract management activities.

This role will

- Set up, own and maintain the IT Asset Management (ITAM) process, ensuring all teams comply with procedures required to maintain an accurate software and hardware asset register and the Configuration Management Database (CMDB)
- Develop, manage and monitor Software Asset Management (SAM) application/service and practises, including licencing related to the organisation's Microsoft Enterprise Agreement as well as 'on demand' licences including but not limited to Adobe, Visio, Microsoft Power Platform applications (e.g. Power BI, Power Automate) and servers

- Manage and maintain ITAM policies, including regular review, to ensure policies reflect organisational and governance needs and priorities
- Monitor and maintain cost information about hardware and software assets. Track specific assets ensuring accurate and reliable information is available to ensure maximum efficiency and effectiveness
- Manage the cost, security and compliance implications of disposing of hardware assets as they meet end of life or no longer meets the needs of the council. Evaluate and implement potential revenue generating opportunities in doing this.
- Refine, maintain and improve operational procedures relating to the allocation of licenses and access to infrastructure.
- Participate in audit and compliance related business processes relating to hardware and software purchase (and the removal of licenses/access rights)
- Own and manage the annual true-up of Software Licensing for Microsoft products (server and desktop), including Office 365, Power Platform
- Oversight and governance of the cost management processes and management of the Councils cloud infrastructure estate
- Act as the subject matter expert (SME) for business processes that impact/interact with Software License Management e.g., the Starter Leaver/Mover process
- Support project managers, application managers and service introduction leads to understand the licensing implications of project implementations and application upgrades
- Develop and manage relationships with software and hardware vendors and resellers, including contract management and negotiation and tenders for the purchase or variation of contract relating to software and hardware assets
- Communicate with and manage stakeholders, including service articulation and expectation management around licence and asset access and allocation
- Identify, manage and mitigate risks and issues relating to asset and licence management, including communication with stakeholders and matrix management of required resources to resolve
- Lead on any initiatives within IDS connected with licensing optimisation

Resources and Financial Management

Ensure effective Financial Management, cost controls and income maximisation in an ever-changing environment, fluctuating demands and priorities. Ensure resources are well managed and effectively deployed to the best possible effects assuring value for money in all activities.

Compliance

Ensure legal, regulatory and policy compliance under data protection legislations, including UK GDPR, Health and Safety and in area of your specialism identifying opportunities and risks and escalating where appropriate.

Ensure service and technology solutions are coherent with the agreed Enterprise Architecture design principles and policies.

Ensure the technical protection and security of data and technology assets.

Work style

Flexible/Office-Based. The post-holder is expected to be onsite at their primary location at least one day a week, and at other times as directed by their line manager.

Person specification

You should demonstrate on your application form how you meet the criteria. Please ensure you address all the criteria as this will be used to assess your suitability for the post.

Essential criteria

Qualifications

Essential criteria	Criteria description	Assessed by
E1	Educated to degree level OR demonstrable business experience in a similar role OR relevant professional qualifications.	Application
E2	Demonstrable understanding of ITIL service management processes (ITAM qualification desirable)	Application/Interview

Experience

Essential criteria	Criteria description	Assessed by
E3	Experience of working in an IT asset management role or environment	Application
E4	A strong understanding of tier 1 and tier 2 software vendor licensing and its optimisation	Application/Interview
E5	Demonstrable experience of vendor relationships and software, hardware and licence management	Application/Interview
E6	Demonstrable ability to use systems such as the Microsoft Intune, IT Service Management (ITSM) Software Asset Management (SAM) and Active Directory (AD) or similar, to manage and report on assets	Application/Interview

Skills

Essential criteria	Criteria description	Assessed by
E7	Excellent time management skills and ability to work proactively with minimal day to day supervision.	Application/Interview
E8	Excellent communication skills, both verbal and written, and ability to liaise with colleagues and suppliers at all levels.	Application/Interview

Our accreditations

Our accreditations include: the Healthy Workplace award; Timewise; London Living Wage Employer; Disability Confident Committed; The Mayor's Good Work Standard; Stonewall Diversity Champion; and Time to Change.

