



## Job Description

Job Title: Service Desk Team Leader	Grade/ Level: N	Post Number: IT00003
Directorate: Resources & IT	Job Family: IT	Date Prepared: 01.07.15
Role reports to (Job Title): Business Intelligence & Systems Lead		
<p><b>Job Purpose:</b></p> <p>To lead a small team of service desk analysts providing support to Swindon Borough Council staff, partners and 3<sup>rd</sup> party suppliers.</p> <p>Ensure the service desk delivers a high-quality service that meets the needs of the customers ensuring that consistent policies, standards and processes are implemented and managed.</p> <p>To work with the relevant Teams ensuring continual service improvement is embedded as an outcome of monitoring trends and incident management through the Service desk Service.</p> <p>To actively monitor and report on performance against agreed targets and making recommendations on actions to be taken to address any shortfall in performance.</p>		
<p><b>Key Accountabilities:</b></p> <ol style="list-style-type: none"><li>1. Consistently monitoring, reviewing and improving the performance of the service desk by evaluating trends in relation to the volume and type of incidents reported through the Service Desk.</li><li>2. Manage staffing levels to cope with peaks and troughs in demand.</li><li>3. Ensure calls answered, resolved or passed to other areas within agreed SLAs and KPIs.</li><li>4. Where capacity allows provide pro-active services to ensure that customer requests are dealt with at the first point of contact.</li><li>5. Consistently monitor, review and improve standards and processes with a view to continuous improvement and customer satisfaction.</li><li>6. Ensure that the Service Desk Team receives regular information updates and works with other teams and customers to continually improve performance and raise awareness of the IT service.</li><li>7. To communicate known and potential problem areas to end users and management and to update progress to resolution and closure.</li><li>8. To escalate incidents to subject matter experts internally and externally as required.</li><li>9. To ensure incidents and requests are allocated to the correct resolver groups if not resolved</li></ol>		

by Service Desk.

10. To monitor quality assurance systems and processes to ensure that work is carried out in accordance with SBC's agreed policies, standards, methods and procedures.
11. To ensure the Service Desk System is used in line with agreed processes, data quality is maintained and information managed in line with relevant policies.
12. Mentor and motivate Service Desk team members.
13. Provide IT support services to customers through various channels and interfaces (telephone, email, web).
14. Ensure Knowledge Base is promoted, used and maintained and developed in line with support model for both Team and Customer facing information.
15. Maintaining a professional relationship with customers and continually assess and report on customer satisfaction and IT performance.
16. Manage the day to day operations of the team.
17. Carry out 1-1's and ensure individual objectives are set through Appraisal process in line with Business Plan.
18. Lead Team meetings.

Supplementary Accountabilities:

19. To participate in the full range of Departmental and Council activities including corporate working groups and other initiatives as required from time to time.
20. To be responsible for delivering the Council's Equality Policy relevant to the post holder's area of work.
21. To be responsible for ensuring that all staff under the post holder's supervision are aware of and comply with health and safety responsibilities as outlined in the Directorate Health and Safety Manual.
22. To ensure that all staff under the post holder's control receives appropriate training and development.
23. Such other duties as may arise in connection with the activities mentioned above.

Job Scope: *Number and type of jobs directly managed: circa. 4-6*

Typical tasks supervised/allocated to others:

Job Scope: *Direct responsibility for financial resources and / or physical assets*

Budget:

Assets:

Knowledge and Experience: *Knowledge ( covering technical, specialist, procedural and organisational knowledge ), including qualifications and experience required eg numeracy and literacy, knowledge of equipment and machinery, knowledge of concepts, ideas, other cultures or languages, theories, techniques, policies, procedures and practices*

- GCSE or equivalent in 5 subjects including English and Mathematics
- Minimum 3 year telephone support experience in a customer service role
- Minimum 2 years staff supervision experience managing a team to provide a high standard of customer service.
- IT literate with proven basic IT skills
- Experience of working in an ITIL environment
- Proven planning and organisational skills
- Highly Motivated with a Positive Professional attitude
- Desire to provide a high standard of service

Decision Making: *ie responsibility of post holder for taking decisions and independent action*

- Ability to make day to day decisions relating to the operational management of the Service Desk.
- Ability to prioritise own workload to ensure tasks are completed within given timescales.
- Make both reactive and proactive operational decisions to improve service delivery and customer experience.
- Experience of working with minimum direct supervision with flexibility to cope with varying demands and tight deadlines
- Ability to get on with people and deal with difficult situations calmly

Contacts and Relationships: *What communication does the job involve within the Council and externally ? ie degree of personal contact with others and in what situations / for what reasons ( give egs of both written and oral communications )*

- Daily contact with Service Desk Analysts
- Daily contact with Customers
- Daily contact with Managers and Professionals
- Daily contact with Service Areas
- Regular contact with 3<sup>rd</sup> Party Suppliers
- Regular contact with SBC Partners
- Excellent communication skills to include: in person, meetings, presentations, telephone, e-mail, remote control, reports
- Proven ability to network/manage complex relationships effectively for the benefit of the organization and the customers.
- Daily monitoring service ensuring incidents and requests are allocated to the correct resolver groups.
- Ability to supervise, motivate, train, coach and develop staff

Creativity and Innovation: *ie original thinking and planning covering such areas as the written word, the spoken word, drawing, casework and fieldwork ( give egs of tasks that show how much imagination and creativity is needed to solve problems within the role )*

- Act as a subject expert and provide advice and guidance to the senior management team and colleagues.
- Make recommendations to Senior Management relating to performance
- Make recommendations to inform strategic decisions on the future of the service.
- Willing to acquire new skills and broaden areas of competencies

Emotional Demands of the job: *ie extent to which emotional demands or upset ( arising from any people-related features of the job ) could be experienced because of the circumstances or behaviour of the people with whom the postholder is involved egs if the people concerned are terminally ill, very frail, at risk of abuse, homeless ; a requirement to deal with distressing and/or disturbing people-related information*

Job Specific Competencies

Features of the role: *ie working environment / conditions eg regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury*

- Must be able to work flexibly to meet the demands of the job including some out of hours working at either evenings or weekends.

Employee Signature:

Print Name:

Date

Line Manager's Signature

Print Name:

Date: