# MBROlgo_northern_skills_rgb

### Mission Statement

‘To provide education and skills that enhance the region’s economic and social prosperity’

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| JOB DESCRIPTION |

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| Post Holder |  |
| Job Title | Service Desk Supervisor |
| Responsible to | Service Management Analyst |

To be actively involved in the attainment of objectives contained within the College’s Strategic Plan.

To hold and actively demonstrate the Colleges Core Values in all that you do.

* Aim High…
* Work Hard…
* Take Responsibility…
* Do What’s Right…
* Respect Others…
* Challenge Yourself…
* Take Pride…

To commit to the College’s Safeguarding Policy and promote a safe environment for children, young people and vulnerable adults within the College.

 **Key Strategic Objectives**

1. The health, safety, comfort and welfare of those who use our services is of paramount importance.
2. We consider the delivery of and participation in learning as the most critical element of all the services we provide.
3. We support the aspirations and expectations of customers by seeking and developing new technologies and by promoting and implementing improvements.
4. We provide a highly responsive reporting and resolution service for all requests, faults and incidents to meet the service requirements of all our customers
5. The delivery of our legal, statutory and industry standard codes of practice, policies and procedures meet regulatory and audit requirements
6. We adhere to, promote and contribute to the College’s communications strategy.
7. To commit to the Colleges Child Protection policy and promote a safe environment for children, young people and vulnerable adults within the College.

**Staff General Responsibilities**

1. To progress individual actions assigned under Departmental Work Plans.
2. To ensure that all Service Desk requests are completed in agreed timescales.
3. Ensure compliance and enforcement of College Policies and Statutory obligations.
4. To attend T&D events and keep up to date with new technologies as appropriate to the roles and T&D analysis.
5. To ensure knowledge of new and existing systems and process is cascaded and training given to designated, new or junior team members.
6. To ensure fault reports and requests are escalated when required according to agreed protocols/routes.
7. To carry out assigned duties at any premises or events for which College have a presence.
8. To ensure equipment deployment and installations are carried out to acceptable safety standards.
9. Be diligent and proactive and follow procedures regarding equipment and building security.
10. To carry out such other appropriate duties commensurate with your skills, knowledge, experience and remuneration.
11. The College may, in consultation with you, need to vary these duties from time to time in order to respond to the changing requirements of the College.

**The post holder's responsibilities will be as follows:**

1. Supervise the Service Desk team ensuring the policies and procedures are adhered to and that customer contact functions are maintained through the hours of operation.
2. Monitoring compliance with service targets, ensuring that customer expectations are met.
3. Reporting and escalating urgent and complicated support issues where service targets are unlikely to be met.
4. Manage processes for communicating outage and emergency activities to the organisation.
5. Liaison with customers across the College to update and report on progress of issues and receive and escalate feedback as appropriate.
6. To promote and monitor the use of the Service Desk Management Systems and escalate issues to managers as appropriate.
7. To strive to continuously improve the Service Desk function and work with IT and Estates Managers to identify and implement improvements.
8. To undertake any other tasks or duties commensurate to this post.

**Signed:** ………………………………………….  **Dated:** ……………………….

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| PERSON SPECIFICATION | Job Title No:  |

| **CATEGORY** | **REF** | **CRITERIA DESCRIPTION** | **METHOD OF ASSESSMENT** |
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| **1. Skills and Abilities** |
| Essential | 1.1 | To have good Interpersonal, team working and customer service skills. | Application/Verification of original certificates /Interview/Skills Test  |
| 1.2 | To have very good written and oral communication skills. |
| 1.3 | Ability to work under pressure and to tight deadlines and high customer/quality expectations.  |
| 1.4 | To have excellent ICT skills, proficient in managing and analysing data using spreadsheets and database systems. |
| 1.5 | Able to manage, interpret and report on budget, financial and statistical information. |
| Desirable | 1.6 | Background of working in a Further Education setting.  |
| **2. Qualifications and Training** |
| Essential | 2.1 | To have a minimum of a level 4 qualification  | Application/Verification of original certificates |
| 2.2 | Relevant ICT training or professional qualifications  |
| Desirable | 2.3 | ITIL Foundation Certificate |
| **3. Attitude/Disposition** |
| Essential | 3.1 | To be an excellent communicator, have a conciliatory and empathetic approach and be able to/comfortable with speaking/presenting to large groups  | Application/Interview/References |
| 3.2 | To have a high attention to detail and be well organised. |
| 3.3 | To have a strong customer focus, be polite and courteous and have a professional manner |
| **4. Other Requirements** |
| Essential | 4.1 | To commit to the safeguarding and promotion of the welfare of children, young people and vulnerable adults within the College | Application/Interview |
| **5. Knowledge**  |
| Essential | 5.1 | Knowledge of Service Desk Management Systems  | Application/Interview |
| 5.2 | Foundation level knowledge of ITIL Service Management practices and principles |
| **6. Experience** |
| Essential | 6.1 | Supervising and co-ordinating the work of a small/medium teams | Application/Interview |
| 6.2 | Working in a busy and demanding customer services environment  |
| Desirable | 6.3 | Working in an FE/HE College environment  |

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| CONTRACT ARRANGEMENTS |

Business Support Staff will be engaged under a Contract of Employment determined by Northern Skills Group, supported by Contract Guidelines. Within your contract, the following salient features will apply:

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| 1. | Contract type: | Business SupportFull-timePermanent. |
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| 2. | Working week: | 37 hours per week. |
| 3. | Holidays: | Colleagues are entitled to 30 days annual leave. You will be required to use up to 13 working days of your holiday entitlement on days when the organisation’s activities are suspended in the interests of efficiency. |
| 4. | Period of Notice: | Two months. |
| 5.6.7. | Salary Scale:Life Assurance:Healthcare: | From £18,529 to £20,544 per annum.Non-contributory Life Assurance Scheme. Non-contributory Healthcare Scheme. |
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| 8. | Pension:  | Northern Skills Group operates a pension scheme through NEST.  Contribution rates match the government requirements for auto enrolment, the employee’s contribution rate is currently of 5% of pensionable salary.   |
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| 9. | Sickness: | The sickness policy will apply (further information is available from the Human Resources Department on request). |
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| 10.11. | Probationary/Development Review period:Disclosure & Barring Service Check | 6 months.From 1 August 2018, new employees (with the exception of Apprentices, Business Support Scales 1, 2 & 3 or equivalent in Northern Skills Group) will be required to pay for the Disclosure & Barring Service Check, and this will be deducted from their payroll over the first three months of employment. The current cost of a Disclosure & Barring Service Check is £58.40. |