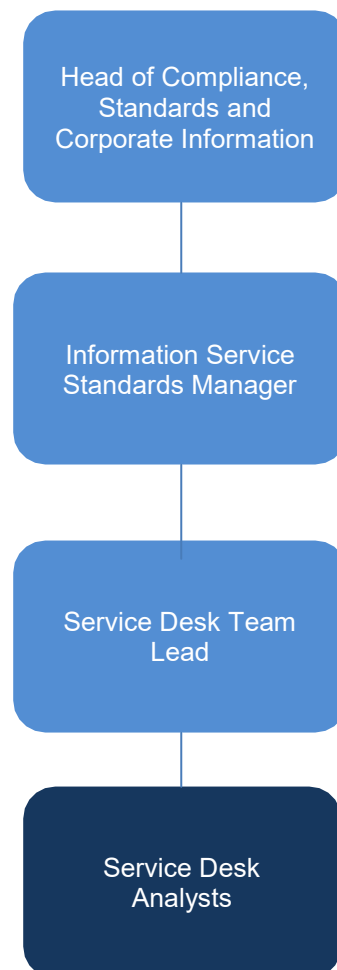


## **JOB DESCRIPTION**

### **Section One**

<b>Job Title:</b>	Service Desk Analyst
<b>AFC Band:</b>	Band 4
<b>Service/Department:</b>	Information Services
<b>Accountable to:</b>	Information Service Standards Manager
<b>Responsible to:</b>	Service Desk Team Lead

### **Organisation Chart:**



## **2.0 Job Summary**

- 2.1** To provide a first line of contact for dealing with customer queries received by the service desk. To ensure accurate and timely recording of the Trust's logging system and to assign the call to the appropriate specialist or group.
- 2.2** To use excellent interpersonal and communication skills to manage call resolution to the wide variety of personnel throughout the Trust.
- 2.3** To assist and deputise, where appropriate, for the Service Desk Team Lead and Service Standards Manager across a range of information service issues.
- 2.4** To promote at all times a positive image of people with mental health conditions and learning disabilities.
- 2.5** To promote at all times a positive image of the Information Services department and the wider Trust.

## **3.0 Main Duties and Responsibilities**

### **3.1 Clinical Responsibilities, Patient Contact**

- 3.1.1 Patient contact is incidental.

### **3.2 Administrative Responsibilities**

- 3.2.1 Produces basic reports e.g. call volume, on a daily basis to support daily lean management.
- 3.2.2 Assists in the production of reports and charts to review performance of Trust support procedures e.g. Active Directory reports.
- 3.2.3 Undertakes other administrative duties as required in the post.

### **3.3 Responsibility for Information & Information Systems**

- 3.3.1 Provides effective first line advice and support to customers of the information service desk. This includes users of the Trust's corporate and clinical systems and applications, including Microsoft office, Email, Internet, Intranet and patient based information systems to provide the highest level of information, performance and reliability.
- 3.3.2 Proactively resolves, updates and escalates customer calls using the Trust's call logging software.
- 3.3.3 Creates, amends and removes user accounts through the Trust's Active directory administration system.

- 3.3.4 Maintains accurate and up-to-date records of customer's calls providing information on call resolution.
- 3.3.5 Manages customer expectations through the explanation of resolution times.
- 3.3.6 Ensures all procedures and protocols are fully observed, including receipts and returns of equipment left for repair.

### **3.4 Responsibility for Planning/Organising & Strategic/Business Development**

- 3.4.1 Delivers key work objectives by effective planning, communication, monitoring progress and working across departmental and organisational boundaries. This includes managing customer expectations in line with the Trust's Digital Information Strategy and key priorities.
- 3.4.2 Arranges own work by forming and adjusting plans where appropriate, for example when managing support call volumes and task priorities using lean methodology and visual control.

### **3.5 Policy Development**

- 3.5.1 Comments on Information policies during development and implementation as part of quality assurance.
- 3.5.2 Communicates and promotes understanding of policies to system users.
- 3.5.3 Proposes changes to local service desk practices and procedures and implements once agreed.

### **3.6 Service Development, Project Management**

- 3.6.1 Works within an environment that encourages reflective practice and the continuous improvement of self, team and services that are offered.
- 3.6.2 In conjunction with the senior management team, evaluates current ways of working and using the tools of the Trust's Quality Improvement System, takes action to affect improvements.
- 3.6.3 As part of the team, uses a range of computer software to develop and improve the service desk processes and systems.

### **3.7 Financial Responsibilities**

- 3.7.1 Personal duty of care to complete time sheets, mileage forms, expense claim sheets etc., accurately and in a timely manner, providing receipts as required.

### **3.8 Responsibility for Physical Resources, Estates, Hotel Services**

- 3.8.1 Responsible for the safe use of IT equipment and software used by self and system users.

### **3.9 Research, Audit and Governance**

- 3.9.1 Occasionally participates in the testing of IM&T systems, best practice, guidance and protocols.
- 3.9.2 Participates in Trust audits as required.

### **3.10 Analysis, Judgement and Decision Making**

- 3.10.1 Uses judgement to analyse incoming calls and visual control to determine support trends and appropriate escalation/discussion to increase customer experience.
- 3.10.2 Required to participate in the on-call rota system as and when necessary to ensure the continuity of Information Services for the Trust.
- 3.10.3 Analyses facts in a range of situations e.g. fault finding in order to triage calls appropriately and uses judgement when comparing the range of available options to resolve the call.
- 3.10.4 Ensures proactive support, assisting in the identification of problem areas through the use of the service desk system software, the production of reports and the monitoring of alerts and escalations. Allocates calls appropriately and hastens call resolution where necessary.
- 3.10.5 Assists in assessing the impact on users of systems when system changes occur and liaises as appropriate with information technology functions for successful handover to operations.
- 3.10.6 Works within standard operating procedures with supervisor available for advice as required.

### **3.11 Staff Management, Training and Development, HR**

- 3.11.1 Demonstrates activities and work routines to new or less experienced employees in own work area.
- 3.11.2 Provides Information, training and support to colleagues in relation to own work. This includes delivering training to groups of staff, communicating complicated information to a range of users with varying levels of IT literacy.

### **3.12 Communication**

- 3.12.1 Communicates in a way which recognises difference and ensures that people feel included and their individual communication needs are met.
- 3.12.2 Assists in the promotion of an 'Information Using' culture throughout the Trust.
- 3.12.3 Manages customer expectations to ensure that they are aligned to the business capabilities, available resources and the Trust's Digital Transformation Strategy. This requires the use of a range of communication skills to convey the complexity of Information Management & Technology to an audience with differing levels of knowledge both internally and external to the Trust.
- 3.12.4 Seeks confirmation from the customer that the outcome meets with their satisfaction.
- 3.12.5 Educates and disseminates knowledge of how the use of information and associated technologies can be used to change methods of working to deliver significant benefits to all Trust staff and patients.
- 3.12.6 Delivers training to system users and colleagues across a range of IT issues which may be complex, tailoring delivery to the level of IT literacy across a range of groups.
- 3.12.7 Works within the team showing willingness to listen to others and actively promote the use of collaborative working, displaying sensitivity to the needs of other team members.
- 3.12.8 Ensures effective communication that meets the needs of external stakeholders e.g. other NHS organisation, GPS, local authorities, social services departments, suppliers, general public, voluntary and statutory agencies.

### **4.0 Personal Responsibilities**

The post holder must:

- 4.1 Comply with the terms of the contract of employment, the Staff Compact and the Trust's Statement of Values and Behaviours.
- 4.2 Be aware of, comply with and keep up to date with all Trust Policies and Procedures and other communications relevant to the role.
- 4.3 Maintain registration with the appropriate professional body where applicable and comply with the relevant code of conduct and standards of professional practice.
- 4.4 Fully participate in management, clinical and professional supervision sessions relevant to the role, as required by the Trust.
- 4.5 Fully participate in annual appraisal and appraisal reviews.

- 4 6 Maintain up to date knowledge and competency in the skills required to perform safely and effectively in the role. Undertake relevant training (including statutory and mandatory training) and be responsible for personal development agreed with the line manager and in line with the requirements of the AFC Knowledge and Skills Framework.

## 5.0 **Other Requirements**

- 5 1 The post holder may be required to undertake duties not specified in the job description, but which are commensurate with the role and/or band as required by service need.
- 5 2 The post holder may be required to work in different locations as required by service need.
- 5 3 The post holder may be required to work flexible hours as required by service need.
- 5 4 There may be a requirement to change the job description in light of developing service needs.

## 6.0 **Person Specification**

	Essential	Desirable
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Educated to HND / HNC standard in an IT related subject or with equivalent experiential learning</li> <li>• Customer Service qualification</li> <li>• ECDL or equivalent experiential learning</li> <li>• Key skills in literacy and numeracy Level 2 or O Level / GCSE in Maths and English grade C or above</li> </ul>	<ul style="list-style-type: none"> <li>• Degree in an IT or Customer Service related subject.</li> <li>• Helpdesk institute qualification/membership or equivalent</li> <li>• Computer hardware maintenance qualification – ComptiaA+ or equivalent</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Working in a service environment, communication with a wide range of customers.</li> <li>• Experience in supporting and working with information systems.</li> <li>• Experience of working in a customer led service.</li> </ul>	<ul style="list-style-type: none"> <li>• Computerised customer telephone support system.</li> <li>• Experience of first point of contact customer service / support desk</li> <li>• Support desk report generation.</li> </ul>

<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Knowledge of one or more computer system(s), hardware or software and procedures to develop reports, documents and spreadsheets</li> <li>• Good knowledge of standard PC applications (e.g. PowerPoint, Word, Excel)</li> <li>• Knowledge of customer care techniques.</li> <li>• Range of knowledge across a broad range of IM&amp;T areas</li> </ul>	
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Ability to promote, access and utilise knowledge and information resources to improve service delivery.</li> <li>• Standard keyboard skills</li> </ul>	
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Able to work in accordance with the Staff Compact and Trust Values and Behaviours.</li> <li>• Committed to continual quality and service improvement.</li> <li>• Self-aware and committed to continual professional and personal development. Able to accept and respond positively to feedback from supervision.</li> <li>• Committed to promoting a positive image of people with mental health conditions and learning disabilities.</li> <li>• Committed to promoting a positive image of the Information Services Department and the wider Trust.</li> </ul>	
<b>Other Requirements</b>	<ul style="list-style-type: none"> <li>• Ability to travel independently in accordance with Trust policies and service need.</li> </ul>	

**JOB DESCRIPTION AGREEMENT** SINP045: v1: 13 July 2017

**Post Holder**

Sign..... Date.....

Print Name.....

**Line Manager**

Sign..... Date.....

Print Name.....

Print Job Title.....





### Our Journey To Change key messages

It's really important that as we continue to raise awareness and embed Our Journey To Change we use key messages. They will help us to use a shared language to communicate consistently with everyone and to make sure that what we say is simple and human. The key messages below are for use in the communications we share and conversations we have about Our Journey To Change.

#### Key messages:

- Our Journey To Change sets out why we do what we do, the kind of organisation we want to become and the way we will get there by living our values, all of the time. To help us achieve this we have also committed to three big goals over the next five years.
- Our Journey To Change was created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation. We listened to every piece of feedback – and we will continue to listen.
- Through our conversations it was clear that the experience we provide to our service users, carers and colleagues was not consistently good and partners told us we weren't always easy to work with. We are committed to ensuring that we improve this experience for everyone.
- Change won't happen overnight but Our Journey To Change will be placed at the centre of everything we do and will inspire all actions and decision making at all levels, all of the time.
- This is our journey with you – it's important that everyone continues to be part of this.

#### Our values - key messages

- We are committed to co-creating safe and personalised care that improves the lives of people by involving them as equal partners. The most important way we will get there is by living our values, all of the time.
- Our values are respect, compassion and responsibility. They were created with more than 2,500 colleagues, service users, families, carers, partners and our local communities who all took part in Our Big Conversation.
- Our values are:
  - respect – we listen, we are inclusive and we work in partnership
  - compassion – we are kind, we are supportive and we recognise and celebrate achievement
  - Responsibility – we are honest, we are always learning and we are ambitious.
- Our values are at the heart of everything we do.

### Further information

Further information is available at [www.tewv.nhs.uk/about-us/our-journey-to-change](http://www.tewv.nhs.uk/about-us/our-journey-to-change)

There is also further information for colleagues on our internal staff intranet  
<https://intranet.tewv.nhs.uk/our-journey-to-change>