



## ▶ Service Desk Team Leader



# Job description

**Job title:** Service Desk Team Leader

**Band:** Agenda for Change - Band 5

**Reports to:** Service Desk Manager

**Accountable to:** Service Desk Manager

## **Values:**

Sheffield Health and Social Care NHS Foundation Trust is a major employer and provider of services. Our Service Users, Carers and Staff are central, and our Values are important, to the delivery of high-quality care. We actively seek out individuals who share these values:

- Working together for service users
- Respect and kindness
- Everyone counts
- Commitment to quality
- Improving lives

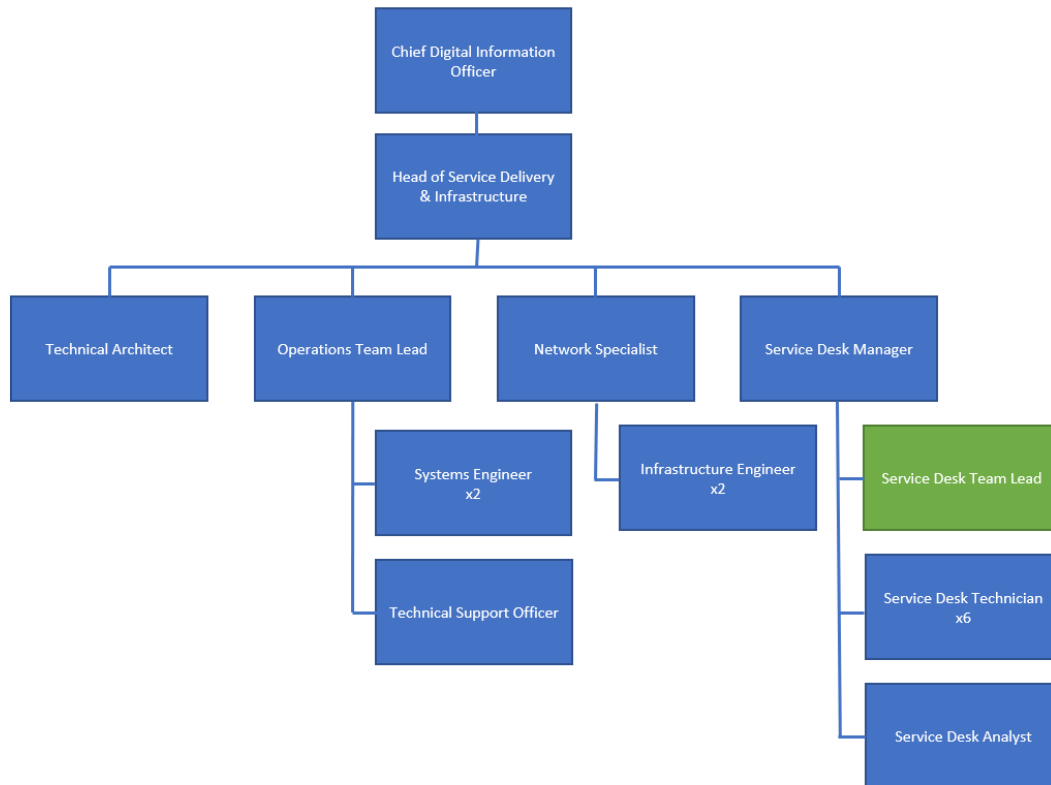
## Job purpose

To manage the provision of a responsive and customer focused front line Service Desk team for all users of the Trust's Information, Management Systems and Technology services.

To be responsible for the operational delivery and continuing service improvement of, high quality customer services, operating within agreed service levels, whilst providing excellent value for money.

Applying management and technology skills to ensure the department staff, tools and processes, evolve to meet the changing business needs of the Trust.

## Proposed Structure



## ► Principal duties

- To manage the provision and delivery of customer support services to all users of Trust Digital systems and services, to agreed service levels.
- To be responsible for the day-to-day operational management of the Service Desk team providing the leadership required to deliver the service.
- To support the Digital Service Desk Manager in implementing and maintaining service processes and policies.
- Manage, configure and develop the ITSM Sunrise system and ensure any issues are addressed by contacting the developers support team.
- To support the monitoring and reporting against the performance of the Service Desk team to ensure agreed service levels are achieved and that any exceptions are resolved.
- To be aware of customer satisfaction levels and be able to positively influence these through appropriate action.

- To manage sensitive and complex IM&T issues and problems through to resolution.

This may involve:

- Managing failures in IT infrastructure, which impact service user safety,
  - Managing service escalations from customers at all levels within the Trust.
  - Explaining complex technical issues to non-technical staff in order to make a judgment of the appropriate action required.
  - Handling sensitive and confidential requests e.g. supplying information for disciplinary panels.
  - Engaging, liaising and negotiating with external suppliers and contractors in order to resolve Major Incidents and undertake Digital projects.
  - Managing Trust wide communications for Major Incidents.
- To apply specialist technical knowledge and experience when investigating complex situations, providing advice and guidance to junior colleagues and customers, where appropriate.
  - To develop and maintain policies and standard operating procedures and to ensure processes are fully documented.
  - To ensure that staff are aware and trained in the use of Service policies and procedure and that these support all operational activities.
  - Manage the IT Major Incident processes, ensuring that the process is followed correctly and that customer expectations are managed in a timely and most appropriate manner.
  - Develop, update and maintain the departments ITSM application Sunrise.
  - Support the IT Change Management process; to support changes being assessed from the customer perspective, that changes are communicated to customers in a timely manner and that any negative impact from change is quickly escalated within IT Services for speedy resolution.
  - Build and maintain effective relationships with customers to better understand Trust business areas and their specific service needs.
  - Responsible for the line management of the Service Desk team including:
    - Recruitment and selection
    - Setting short and long-term objectives for staff within individual 1:1's and annual PDR's
    - Conducting monthly Team meetings

- Team training and development
- Managing the monthly rota ensuring the team is adequately resourced to maintain delivery of the service during peaks and troughs in the workload and dealing with holiday cover, sickness, etc.
- Responsible for maintaining the relevant IT Services sections on the Trust Intranet pages are kept up to date and that the Self Help documentation continues to be developed to meet the changing needs of our customers.
- To monitor and moderate the IT knowledge base by checking knowledge articles for consistency, standard of information and accuracy.
- Work in a way that complies with legislation and organisation policies and procedures.

### Service Development

- Developing people and making changes to working practices and/or procedures in order to achieve and improve service delivery to end customers.
- Assist in the implementation of new metrics and KPIs to measure workload and performance.
- Assist in the development and enhancement of new and existing SharePoint request forms to enhance or streamline process, reduce timelines and improve customer request fulfilment.
- Lead the Service Desk Team in implementing new working processes, tools and/or adopting best practice in line with the IT strategy.
- Assist in the selection and adoption of a *proposed* new IT Service Management tool.
- Working with the Digital Service Desk Manager to develop the Service Desk team to the next level of capability maturity; this may involve more formal ITIL Service Management processes and/or Service Desk Institute certification or ISO/IEC 20000 certification.
- Working with colleagues to assist with the continuous improvement of our service delivery.

## Job description review

**This is not an exhaustive list of duties and responsibilities and in discussion with the manager the postholder may be required to**

**undertake other duties which fall within the banding of the post. The job description will be reviewed regularly in the light of changing service requirements and any such changes will be discussed with the post holder.**

The post holder should be comfortable in the use of computer technology, have basic keyboard skills and have the ability to use email.

All employees are expected to observe the following:

### **Equal opportunities and dignity at work – statement of intent**

The Trust is a major employer and provider of services. We are committed to building a workforce which reflects the diversity of and meets the needs of the local community.

We oppose all forms of discrimination on legal and moral grounds and recognise that discrimination creates barriers to achieving equality for everyone.

The Trust is committed to making equality of opportunity and fair treatment a reality whereby an individual can seek, obtain and continue employment without unfair discrimination.

As an equal opportunities employer, we will ensure that all job applicants and employees receive fair and equal treatment and will not be disadvantaged by unjustified conditions or requirements.

The Trust's Equal Opportunities and Dignity at Work Policy underpins the Trust's commitment to achieve equality and fairness at work and to ensure that individuals or groups are not unfairly discriminated against.

We are committed to improving our practice through signing up to initiatives such as Stonewall Champions, the Disability Standard/Disability Confident and Mindful Employer.

### **Safeguarding children and adults**

The Trust is committed to safeguarding and promoting the welfare of children, young people (anyone under the age of 18) and adults. It expects all staff, volunteers and contracted staff to share this commitment and act in such a way that safeguards and promotes the health and wellbeing of children, young people and adults.

Staff must ensure that they are familiar with the signs and symptoms of abuse and know what to do if any such concerns are raised.

Staff are expected to know about and follow the Trust's safeguarding children and safeguarding adult policies which can be found on the Trust intranet and participate in related mandatory/statutory training.

## **Risk management**

Staff should be aware of the principles of risk management and adopt appropriate practice to reduce the risk to themselves and others. In particular, staff should observe the Trust's Risk Management Strategy, Risk, Incident and Serious Incident reporting and management policies, Health and Safety regulations and the risk management training requirements for all staff.

## **Infection prevention and control**

Staff are expected to comply with the Trust's Infection Prevention and Control policies and conduct themselves in such a manner as to minimise the risk of causing healthcare associated infections.







# Person Specification

## Service Desk Team Leader

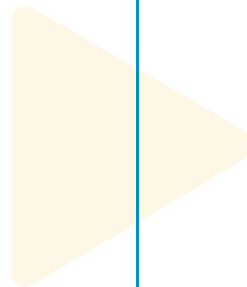
Here at Sheffield Health and Social Care NHS Foundation Trust, your values are as important as the skills and competencies you bring with you and will learn here.

VALUES – assessed at interview	TECHNICAL SKILLS	Assessed at interview/ application
<p><b>Behaviours and values</b></p> <ul style="list-style-type: none"><li>• <b>Working together for service users</b></li></ul> <p>Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</p> <ul style="list-style-type: none"><li>• <b>Respect and kindness</b></li></ul> <p>We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</p>	<p><b>Essential</b></p> <ul style="list-style-type: none"><li>• Able to communicate with non-technical staff and explain IT issues in a manner they will be able to relate to, demonstrating patience, empathy and perseverance.</li><li>• Able to deal with frustrated users and difficult situations</li><li>• Excellent problem solving skills</li><li>• Excellent and accurate keyboard skills</li><li>• Development and configuration experience with Sunrise ITSM application</li><li>• Ability to meet deadlines e.g SLA's/KPI's, report deadlines and project timescales.</li></ul>	<p><b>A/I</b></p>



<ul style="list-style-type: none"> <li>• <b>Everyone counts</b></li> </ul> <p>We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be taken – and that when we waste resources we waste opportunities for others.</p> <ul style="list-style-type: none"> <li>• <b>Commitment to quality</b></li> </ul> <p>We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.</p> <ul style="list-style-type: none"> <li>• <b>Improving lives</b></li> </ul> <p>We strive to improve health and wellbeing and people’s experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people’s lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier.</p>	<ul style="list-style-type: none"> <li>• Able to show initiative and make decisions, referring to senior staff where required.</li> <li>• Able to prioritise and organise their own work, completing in an accurate and timely manner.</li> <li>• Ability to manage daily duties with unpredictable interruptions e.g major incidents, customer priorities and managing</li> <li>• Able to behave appropriately around service users and respect their confidentiality and dignity.</li> <li>• Ability to be flexible, respond positively to change, and work effectively under pressure and deal with conflicting priorities</li> <li>• Able to work independently and/or as part of a team; manages differences constructively, dealing effectively with conflict and valuing diversity.</li> <li>• Ability to motivate and encourage staff.</li> <li>• Clean driving licence and the use of own vehicle</li> <li>• Able to deal with sensitive or confidential information appropriately at all times</li> <li>• Ability to adopt an analytical approach to problem solving often in complex situations</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Able to justify and explain why policies restricting sharing of passwords, sharing information etc are required.</li> <li>• Excellent listening skills to assist with diagnosing problems and work logically through a process.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills based on previous 2nd line IT support experience</li> </ul>	
	<p><b>Training and qualifications</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• GCSE English &amp; Maths</li> <li>• Educated to 'A' Level or 2 years' experience of working in an IT support role.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• IT Professional qualifications e.g. HNC/HND</li> <li>• CompTIA Certification</li> <li>• Microsoft Certified Desktop Support Technician (MCDST)</li> <li>ITIL/Prince qualifications</li> </ul>	A
	<p><b>Experience</b></p> <p><b>Essential</b></p>	A/I

	<ul style="list-style-type: none"> <li>• Experience of a Customer Service environment and dealing with customers over the telephone and face to face.</li> <li>• Excellent customer service skills with a focus on service delivery</li> <li>• Excellent communication skills with the ability to communicate at all levels of the organisation</li> <li>• Experience of working with third party organisations, suppliers and Customers.</li> <li>• Specialist knowledge of ICT systems, procedures and processes.</li> <li>• Experience of standard Microsoft Operating Systems and Applications (e.g. Office)</li> <li>• Able to demonstrate skills and pass on knowledge and experience to others. <ul style="list-style-type: none"> <li>○ Standard Microsoft Operating Systems and Applications</li> <li>○ PCs, Laptops and Printers and other standard computing peripherals</li> </ul> </li> <li>• Good understanding of computer networks</li> <li>• Knowledge of existing and emerging technologies and understanding of how they could be applied to achieve Trusts goals</li> <li>• Experience of administering IT Services.</li> <li>• Experience of using reporting tools and producing reports</li> </ul>	
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	<ul style="list-style-type: none"> <li>• Experience of developing internal policies, procedures and services relating to the support and delivery of IT services.</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• NHS support experience</li> </ul>	
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Value	Behaviours to test at Interview
<ul style="list-style-type: none"> <li>• <b>Working together for service users</b> Service users come first in everything we do. We fully involve service users, staff, families, carers, communities, and professionals inside and outside the NHS. We put the needs of service users and communities before organisational boundaries, through working in partnership. We speak up when things go wrong.</li> <li>• <b>Respect and kindness</b> We value every person – whether patient, their families or carers, or staff – as an individual, respect their aspirations and commitments in life, and seek to understand their priorities, needs, abilities and limits. We take what others have to say seriously. We can be trusted to be honest and open about our point of view and what we can and cannot do.</li> <li>• <b>Everyone counts</b> We maximise our resources for the benefit of the whole community, and make sure nobody is excluded, discriminated against or left behind. We accept that some people need more help, that difficult decisions have to be</li> </ul>	<ul style="list-style-type: none"> <li>• I do what I say I am going to do</li> <li>• I work to build trust</li> <li>• I work flexibly with others, inside and outside SHSC, to identify and achieve the best outcomes</li> <li>• I value and acknowledge the contributions made by others</li> <li>• I share my knowledge and skills and offer practical support to others</li> <li>• I speak up if something is not right</li> <li>• I treat others as I would like to be treated myself, with dignity and consideration, and challenge others when they do not.</li> <li>• I am polite, courteous and non-judgemental</li> <li>• I am aware that how I behave can affect others</li> <li>• I appreciate and recognises other qualities and contributions</li> <li>• I work to build relationships based on high trust</li> <li>• I work to ensure our services are accessible for everyone</li> <li>• I appreciate people's differences and pay attention to meeting different needs</li> </ul>

Working together for service users

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<p>taken – and that when we waste resources we waste opportunities for others.</p> <ul style="list-style-type: none"> <li>• <b>Commitment to quality</b> We earn the trust placed in us by insisting on quality and striving to get the basics of quality of care – safety, effectiveness and patient experience – right every time. We encourage and welcome feedback from patients, families, carers, staff and the public. We use this to improve the care we provide and build on our successes.</li> <li>• <b>Improving lives</b> We strive to improve health and wellbeing and people's experiences of the NHS. We cherish excellence and professionalism wherever we find it – in the everyday things that make people's lives better as much as in clinical practice, service improvements and innovation. We recognise that all have a part to play in making ourselves, patients and our communities healthier</li> </ul>	<ul style="list-style-type: none"> <li>• I actively try to help others to get what they need</li> <li>• I consult with and include others in decisions that affect them</li> <li>• I look for ways to continuously improve services</li> <li>• I work collaboratively with others to achieve excellence</li> <li>• I speak up if I think something is not right</li> <li>• I accept and respond to constructive feedback and challenge from others</li> <li>• I admit if I make a mistake</li> <li>• I work flexibly with others to identify and achieve the best outcomes</li> <li>• I share my knowledge and skills and offer practical support to others</li> <li>• I value and acknowledge the contributions made by others</li> <li>• I support service users and colleagues to achieve their potential</li> </ul>
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