

Job Title: Service Desk Manager	
Job Evaluation Number	B949

JOB DESCRIPTION

Job Title: Service Desk Manager	Location: Kidlington
Job Family: ICT	Role Profile Title: Senior Manager
Reports To: Head of Service Delivery	Band level: 5V
Staff Responsibilities (direct line management of): Service Desk Team Leader	

a. **OVERALL PURPOSE OF THE ROLE:** Defines the role, put simply, why it exists.

The overall purpose of the role is to: The service desk manager is responsible for the delivery of the ICT Service Desk front line support services for the Forces with full ownership and responsibility for the implementation and management of the ICT service desk, staffing, resources and performance in line with ITILv3 process and framework.

b. **KEY ACCOUNTABILITY AREAS:** Define the important aspect of the role for which the job holder is responsible for results or outcomes.

The key result areas in the role are as follows:

1. Delivery, with the full ownership and responsibility of, the 24 hour ICT service desk operations, to agreed SLA performance levels, includes the resourcing of both employed and flexible resourcing to meet the demands of the service.
2. Responsible for the management of the Service Desk Team Leaders including their training and development through the PDR process, motivation, workload planning, welfare, monitoring and quality assurance.
3. Manage and oversee, using industry best practice, the on-boarding, acceptance and integration of new services, in line with project timescales, to be supported by the service desk.
4. Implement and operate the Service Desk to deliver the agreed ITILv3 Incident Management processes.
5. Ensure that the Service Desk is resourced, with a blended employee and flexible resources, to meet the day to day and project demands.
6. Provide detailed best practice Service Desk reporting to include Operational Performance, Continual Service Improvement and Trend analysis.
7. Deliver the Service Desk activities to the agreed compliance standards such as financial management, legal and security requirements.

c. **DIMENSIONS:** Include matters as key result areas that make the greatest demands on the role holder, seasonal pressures, items processed, the number of customers and/or level of authority to make financial decisions or commit other resources

Further Comments:

Works closely with the service desk team leaders and service desk analysts, and reports directly to the head of service management.

Receives work in the form of department objectives.

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Is a recognised subject matter expert in ITIL v3 service management and will have a proven background in technical disciplines and technologies.

Works with and influences department peers.

Must be delivery focused and able direct their team to deliver SLA's that enable the business to meet its objectives.

d. CHARACTERISTICS OF THE ROLE

Expertise: Concerned with the level of administrative, professional and/or technical expertise (knowledge and skills) needed to perform the role effectively; may be acquired through experience, specialised training, and/or professional or specialist education and training.

<i>The knowledge or skills required in the role are as follows:</i>	<i>E/D</i>
1. Degree and relevant professional qualification, preferably an ITIL qualification.	E
2. Expert knowledge in service desk operations and service management.	E
3. Demonstrable experience of managing and motivating teams in a similar Service Management 24 hour operating environment.	E
4. Exceptional communications skills, both written and oral.	E
5. Strategic planning experience.	E
6. Demonstrable skill and knowledge for designing and implementing ITIL structured processes.	E
7. Must have capability to travel to different locations across both Forces and undertake all assignments in a timely manner. Due to the requirement to work flexibly, unsocial hours and personal safety for lone working; public transport may not be available or suitable at these times. For this reason a full UK driving licence is considered essential. *	E
<i>Additional comments:</i> * At interview, candidates will be asked to confirm their willingness to undertake this Basic Driving Assessment, which in turn will enable the use of a police authorised vehicle.	