

Title: School Service Desk Team Leader	Department: Chief Executives – Finance, Infrastructure & Improvement	Post Ref: tbc
<p>Job Purpose:</p> <p>To be responsible to the Service Support Desk Manager, for the effective management of the School Service Desk Team providing the single point of contact for all School customer incidents and service requests relating to support for Capita SIMS or ScholarPack Management Information Systems (MIS)</p> <p>Management and provision of support and fix services for all assigned customers through two tiers of operation, 1st line fix and 2nd line more complex support, which may also include technical expertise</p> <p>Management and provision of the full incident management function across the whole MIS Service and its partner suppliers so that all calls are logged, assigned, resolved and closed</p> <p>To lead the delivery of the MIS Service for schools, ensuring the Service is continually reviewed and improved to be readily available and appealing to schools via the Schools Interactive Ordering System and Services for Schools and other promotional channels</p> <p>Provisioning of customer account management with our School customers to ensure all queries regarding the MIS support service are managed as appropriate</p> <p>Ensuring a high standard of customer relations to provide a maximum opportunity to retain and expand our MIS Support service</p> <p>Supplier management of Capita SIMS and ScholarPack (MIS) Software partners</p>		
<p>Key Responsibilities</p> <ol style="list-style-type: none"> 1. Within an agreed framework, takes management responsibility for the organisation, provision and update of processes, procedures and systems for the School Service Desk to provide effective telephony, online and remote assistance services for MIS software and school customers. 	<p>Key Accountabilities</p> <ol style="list-style-type: none"> 1. To the Service Support Desk Manager for the day to day management of a School MIS Support Team (typically 6-10 people) 2. To the Service Support Desk Manager and Senior Management Team for delivering services to agreed SLA's, within budget and to the required standards. 	

<ol style="list-style-type: none"> 2. Implements strategy, processes, procedures and systems to enable full incident management operations across the MIS Service, enabling the School Service Desk to answer, track and close calls. 3. Puts in place and maintains procedures and tools for the correct recording and progressing of requests for support. Ensures that appropriate support tools are available and that staff are trained to use them, and that adequate documentation for the services supported is available and kept up to date. 4. Responsible for the implementation of processes and procedures, tools and techniques for monitoring and managing the performance of allocated MIS Support services, in respect of their agreed contribution to business performance and benefits to the business. Monitors performance and takes corrective action where necessary. 5. Monitors service performance against agreed SLAs to determine trends and diagnose service delivery problems (capacity/availability etc.). Reports on these trends and problems and identifies strategies to maintain and continually improve levels of the overall MIS service. 6. Contributes to the preparation for new or changed services, adherence to the defined change process and the maintenance of regulatory, legal and professional standards. 7. Organises appropriate resources to deliver the MIS Support Service functions in terms of staff, skills, funds and supportive functions. 8. Schedules the work of support staff, taking account of individuals' abilities and the requirements of the work. Ensures all work is carried out and documented in accordance with required standards, methods and procedures and that defined management procedures are adhered to. 9. Manage and monitor all aspects of the team's performance against agreed targets, ensuring the achievement of appropriate standards and holding supervision and developmental reviews. 10. Monitors and manages performance of support activity. Takes responsibility for its effectiveness through proactive action to remedy deficiencies. 	<ol style="list-style-type: none"> 3. To the Service Support Desk Manager for the day to day orchestration of a School Service Desk team and management of the total incident management process This relates to in excess of 3500 service calls per annum. 4. To the Service Support Desk Manager and Senior ICT Management and Customers for accurate and timely monthly reports and updates on Service performance and issues.
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11. To build, lead and motivate staff taking responsibility for the management of the services allocated to meet the needs of the Authority within agreed standards. 12. To mentor staff to develop their skills, experience and capability 13. To support the Service Support Desk Manager by providing management information on all aspect of services allocated to assist in monitoring and controlling the MIS support service. 14. Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services and products. 15. Membership of any working groups, forums or committees within the post holder's area of work.	
The post holder will perform any duty or task that is appropriate for the role described	

Person Specification

Education and Knowledge

- Probably educated to at least GCE A level, SQA Highers or equivalent standard or can demonstrate relevant recent experience.
- Demonstrates current and thorough understanding of developments in the application of ICT and is able to assimilate and interpret advice from specialists - technical or otherwise.
- Has achieved high levels of proficiency in the task of Service desk and incident management OR: has gained experience or knowledge of school office/ business management demonstrating a good understanding of how the use of a MIS system contributes to the successful outcomes within a school environment.
- Must have substantial experience of handling user contact in their day to day operational duties including at senior leadership management level.
- Has good oral communication skills and takes an analytical approach to problem solving. Is thoroughly familiar with the

Personal skills and general competencies

- Sets an excellent example of customer care for other staff.
- Effectively sets direction of the school service desk team providing motivation for all to deliver high performance.
- Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness
- Sets challenging targets for performance for teams as well as delivering a high degree of personal effectiveness
- Ensures the Council's policies for fairness and respect are delivered including setting high personal standard
- Takes an active role in managing risk, health and safety and safeguarding issues
- Demonstrates knowledge of IT standards and codes of conduct. Eg PSN

concepts and practices required to implement and support effective IT solutions within NCC.

Specialist Knowledge/Skills

6. Shows the ability to delegate effectively to more technical staff, whilst maintaining full management control
7. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.

Other Knowledge/Skills

8. Excellent communication and interpersonal skills in meetings, presentations and workshops.
9. Time management and team working ability are essential.
10. Presentation, written and verbal communication, numeracy skills are essential.
11. Ability to arrange customer engagement events relating to the MIS Service for schools.
12. Influencing and negotiating skills to ensure high-level buy-in, commitment and resources.

Experience

1. Five years relevant work experience within an ICT Service Desk or multi-function office environment.
2. Has achieved high levels of proficiency in the task of Service desk and incident management OR: has gained experience or knowledge of school office/ business management demonstrating a good understanding of how the use of a MIS system contributes to successful outcomes within a school environment.
3. Has substantial experience of handling user contact.

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| 4. Demonstrable organisational skills, appropriate to the management services delivered in a multi-tenanted & multi-tasked work environment. | |
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Role Dimensions

1. The post holder will be expected to retain responsibility for delivering the School MIS Support service to ensure that requests for support are properly logged, assigned and responded to in a timely manner and according to agreed standards and procedures. Ensures users and other interested parties are kept informed of progress and that corrective action is taken to avoid or minimise service disruption.
2. Build relationships with, and co-ordinate between, associated parties. The School Service Desk engages with customers and brokers their needs in line with the MIS software promoted and supported by the service.
3. Building relationships and ensuring credibility with a wide range of stakeholders across relevant Directorates in NCC, Partner Organisations, other Local Authorities and external suppliers.
4. Engaging stakeholders and ensuring their understanding of MIS functionality and capabilities.
5. Providing support, advice and guidance at all levels on the full range of School Service Desk functions.
6. The School Service Desk team will typically consist of up to 10 people per team working flexibly to cover service hours (expected 08:00 – 17:00 Mon –Thu and 08:00 – 16:30 Fri). The post holder will have full line management responsibility for between 6 to 10 staff.