Service Request Analyst (Catalogue Editor)
Location: National*

Closing Date: 30/09/2022
Interviews: w/c 17/10/2022

Grade: HEO
Salary: London £35,405 - £39,000
        National £31,265 - £34,446

Vacancy number: 64704

*We are currently offering hybrid working which includes 2 days per week in your local office. Office locations can be found [here](#)

The Role

We're recruiting for a Service Request Analyst (Catalogue Editor) here at [MoJ Digital & Technology](#), to be part of our warm and collaborative Service Operations team.

As a Service Request Analyst you will contribute to the development and delivery of a high-quality service request management service. You'll work in the service integration and management (SIAM) model and essential to your success will be the ability to build and maintain effective relationships with a variety of suppliers, both internal and external, and business stakeholders.
You will act as an escalation point for our suppliers and business stakeholders where requests are not covered by procedure. You will also liaise with information security teams as required with responsibility for the operation and improvement of the governance framework and process. Additionally, you'll have responsibility for the integration and coordination of supplier catalogue maintenance requests, managing reported issues or information requests.

To help picture your life at [MoJ D&T](#) please take a look at our [blog](#) and our [Digital & Technology strategy.](#)

Key Responsibilities:

- Assure compliance of the service request management process for catalogue maintenance
- Contribute to the creation of support documentation and knowledge articles to support 'catalogue maintenance' ensuring process maintenance

- Monitor and drive performance of the process, data and tooling configuration to support catalogue services
- Line management
- Manage escalations on behalf of all stakeholders

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

Benefits

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous civil service pension based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, PROUD and SPIRIT
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

Person Specification

Essential

- **Strategic Thinking:**
  Able to have an overall perspective on business issues, events, activities and an understanding of their wider implications and long-term impact. This could include determining patterns, standards, policies, roadmaps and vision statements. Can focus on outcomes rather than solutions and activities.
- **Service Reporting:**
  Takes management information and consolidates agreed key performance indicators into product or service measures that underpin service management of a specific product or service
- **User Focused**:
  Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities
- **Relationship Management:**
  Identifies, analyses, manages and monitors relationships with and between stakeholders. Clarifies mutual needs and commitments through consultation and consideration of impacts. For example, the co-ordination of all promotional activities to one or more customers to achieve satisfaction for the customer and an acceptable return for the supplier; assistance to the customer to ensure that maximum benefit is gained from products and services supplied.

Desirable
- Continuous service improvement
- Understanding of service management framework
- Ownership and initiative
- ITIL v3 Foundation qualified, and ServiceNow fundamentals knowledge.

You will be required to meet the requirements for BPSS clearance

We welcome the unique contribution diverse applicants bring and do not discriminate on the basis of culture, ethnicity, race, nationality or national origin, age, sex, gender identity or expression, religion or belief, disability status, sexual orientation, educational or social background or any other factor.

Our values are Purpose, Humanity Openness and Together. Find out more here about how we celebrate diversity and an inclusive culture in our workplace.

How to Apply

Candidates must submit **a 500 word Suitability Statement and supporting CV** which describes how you meet the requirements set out in the Person Specification above.

In D&T, we recruit using a combination of the **Digital, Data and Technology Capability** and **Success Profiles** Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

- Making Effective Decisions
- Communicating and Influencing
- Working Together
- Delivering at Pace

Your application will be reviewed against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should we receive a high volume of applications, a pre-sift based on candidates submitting both a statement of suitability and CV will be conducted prior to the sift.

Terms & Conditions

Please review our Terms & Conditions which set out the way we recruit and provide further information related to the role and salary arrangements.

If you have any questions please feel free to contact
recruitment@digital.justice.gov.uk