

**Salary:** £20,755

**Contract type:** 2 year fixed term to cover maternity leave

**Grade:** MoJ Band D

**Number of open roles:** 1

**Location:** Swaleside, Elmley, Standford Hill

**Hours:** 37 hours/week (42 hours incl. lunch)

**Working pattern:** full time

**Closing date for applications:** 23rd July 2019

**CV sift date:** 25th July 2019

**Interviews:** dates to be confirmed

**Interview location:** To be confirmed

### **Introduction**

These are exciting times at MOJ Digital and Technology. We have a clear vision - to develop a digitally-enabled justice system that works more simply for users - and we're looking for talented people to help us achieve it.

We're making things better by building adaptable, effective services and making systems that are simple to use for staff and citizens. It can be challenging but it's also important and rewarding.

As well as doing great work, we're creating a place that's great to do work in. We offer tip-top kit, brilliant training opportunities and support from expert colleagues. On top of that, you'll find flexible working, an inclusive culture and a place where your opinion is valued.

### ***The Deskside Support Team***

Located at a major HMPS site, supporting the Director of Digital and Technology by working as the customer facing element of a national team providing on-site support geared to enhancing the experience of all users.

### **About the role**

The role holder reports to a team of Operations Managers and works collaboratively as part of a national team. The role requires flexibility in working patterns and travel as you will be attending more than one site as part of your core duties. On-site support to establishments is a central part of this role.

The role encompasses providing ICT support to all Prison Service staff and those working for 3<sup>rd</sup> party organisations operating within HMPPS. We act as facilitators between MoJ ICT Suppliers and sites, ensuring that our suppliers provide the wide range of ICT necessary to meet the diverse and multi-faceted needs of a complex prison environment. This is done by enabling staff access to ICT systems; working with sites to provide the required level of

assets; working with suppliers to order infrastructure and access to the computer and telephony networks.

ICT is used to enable and assist the business to manage offenders across the public and private sectors. This role requires understanding the importance of ICT in how a diverse range of sites manage, report on and intervene with offenders. The role holder must have the ability to respond to, prioritise and interpret the demands of sites in their use of ICT systems that underpin and enable offender management.

## **Key Responsibilities**

The Deskside Support Manager will be responsible for the following:

- Manage and assist in the resolution of all ICT incidents.
- Local management and delivery of ICT requests against an agreed service provision list and associated timescales
- Act as the customer's first line support point of contact in conjunction with the supplier help desk
- First stage of escalation for all ICT related requests, problems and incidents
- Ensure adherence to security policies with regards to secure storage and disposal of all ICT assets
- Assist in the investigation of specific issues that prevent the delivery of services, facilitating open communication and discussion between stakeholders
- Liaise with managers and business area to ensure service level agreements are not breached without stakeholders being given the opportunity of planning for deterioration in service
- Undertake monitoring of the level of customer satisfaction and manage customers' queries and complaints to resolution
- Captures and disseminates ICT operational and business information
- Help to identify the impact of proposed or planned major business change on a wide range of sites and user needs
- Develops an understanding of the current MOJ and NOMS landscape (including technology, contracts, legacy systems etc), in order to inform and improve future ICT service management and enhance customer experience
- Provide advice and guidance to users on the successful use of ICT services, assets and functionality and devise solutions to customer requirements and problems
- Operating as a trusted advisor to multiple sites to enable each location to maximise the returns from their investment in IT & Telephony
- Working on behalf of both MOJ and site management to support and facilitate major projects
- During major incidents provide on-site support which captures the impact for users and operational activity, provides a route for communication between all stakeholders, and monitors the progress of proposals for resolution, including 'escalation' when these solutions prove ineffective
- Provision of a range of ICT Support services to the customer base ensuring the application of an Intelligent Customer Function
- Offering advice to senior management on how risk can be managed or resolved

- Provide guidance to enhance the user experience and improve effectiveness of front line users
- Undertake moves & installations to reduce downtime, save money and facilitate trouble shooting/problem identification
- Identify failings in service and opportunities for service improvements that directly enhance the user experience
- Ensuring requirements are captured that reflect the needs of the business and of users and that solutions are offered
- A contributor in the development, review and testing of on-site ICT contingency plans and arrangements
- Utilises local knowledge of several sites to add value to the problem & incident management processes and to local and national projects
- Deploy practical and procedural knowledge and skills gained through on the job experience and underpinned by structured learning.
- Offer advice on compliance with all relevant ICT Security, Audit and Information Assurance policies and procedures

**Essential Criteria:**

The job holder must have or be able to rapidly acquire understanding of the Organisations ICT & Information system plans, business objectives and associated processes;

- Must have a responsible approach to remote working and be prepared to work under minimal supervision
- Have strong drive and resilience, an analytical and creative approach to problem solving and ability to prioritise workloads to meet agreed deadlines under pressure
- Must be a sufficiently proficient user of Microsoft office applications
- Experience of working within a customer focused environment
- Strong communications and relationship building skills are a necessity
- Familiarity with relevant national and international legislation pertaining to the Government/Public Sector IT – e.g. Data Protection Act, Information Assurance policy will be required.

**Deskside Support Locations**

Dartmoor and Exeter

Erlestoke and Guys Marsh

Stafford and Swinfen Hall

Nottingham and North Sea Camp

Wetherby and Wealstun

Wakefield and New Hall

Leeds

Brixton and Wandsworth

Brinsford and Featherstone

Belmarsh and Isis

Bure

Wayland and Whitemoor

Bullington and Grendon/ Springhill

The Mount and Aylesbury

Birmingham

Ranby and Hatfield lakes

Cookham Wood, Rochester and Medway

Maidstone, Blantrye House, East Sutton Park

Throughout the process we will assess your technical specialist skills and experience on the above requirements.

**We are an equal opportunity employer and value diversity at our company. We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status.**

**Salary and working arrangements**

If successful, the salary we offer you will be within the advertised range and will depend on the skills and experience you demonstrate at the interview.

Therefore in your cover letter it would be helpful to the hiring teams if you can indicate your salary expectations and if possible your notice period.

You'll also get:

- Truly flexible working. Whether it's working from home or remotely, working part-time, job sharing, or working compressed hours, we have people doing it and are happy to discuss options with you
- Lots of training and development opportunities
- A [civil service pension](#) with an average employer contribution of 22%
- 25 days annual leave (plus bank holidays), and an extra day off for the Queen's birthday. No promises you'll be invited to her party, though
- Great maternity, adoption, and shared parental leave, 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!
- Bike loans and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers, and eye-care vouchers.

### **Selection process details**

#### **Candidates must submit:**

- a current and relevant CV;
- Please indicate which location you are applying for;
- a Cover letter (1 page max) setting out why you are interested in the role and how you meet the essential skills and experience required.

The job advert lists the essential, specialist skills and experience as well as key Civil Service competencies required for the role.

At the CV review/sift stage we will use the technical/specialist skills and experience to determine your suitability for the role. At the interview we ask you questions based on the specialist/technical skills and experience in the job advert. If invited to an interview we will send you a detailed Job description to help you prepare for your interviews.

We conduct competency based interviews which means the interviewers will ask open-ended questions to which they are seeking answers/evidence of essential, previous experience in order to guide their hiring decision. Some roles may also require us to use assessments as part of the interview process.

**Please note that due to the volume of applications we receive we are unable to provide feedback after the CV review (sift) stage.**

### **Things you need to know**

#### **Security and Immigration checks**

Successful candidates must pass a disclosure and barring security check.

Successful candidates must meet the security requirements before they can be appointed.

The level of security needed is [security check](#).

Candidates will be subject to [UK immigration](#) requirements as well as [Civil Service nationality rules](#).

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

#### **Nationality requirements**

Open to UK, [Commonwealth](#) and [European Economic Area \(EEA\)](#) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

### **Eligibility**

Candidates in their probationary period are not eligible to apply for vacancies within this department.

### **Working for the Civil Service**

The [Civil Service Code](#) sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria.

### **Contact point for applicants**

For further information regarding this role please contact [MoJ D&T Recruitment](#).

### **Further information**

All Civil Servants will adhere to the '[Civil Service code](#)', which outlines the Civil Service's core values, and the standards of behaviour expected of all civil servants in upholding these values.

### **Note for Civil Servants only:**

If successful, the salary offered would normally be determined by applying the MoJ salary progression rules. If the appointment is on level transfer your substantive salary (excluding any allowances) will remain unchanged, unless it exceeds the maximum stated within the MoJ pay band, and unless your current salary is below the relevant MoJ grade minimum. If the appointment is on temporary or substantive promotion the salary will be increased by the appropriate promotion percentage or moved to the minimum of the relevant MoJ grade minimum, whichever is the greater.

**Note for all Applicants** - This post is open to UK Nationals, Commonwealth Citizens, EEA Nationals of other member states and certain non-EEA family members. There must be no employment restriction or time limit on your permitted stay in the UK. You should normally have been resident in the United Kingdom for at least 3 years and in some cases 5 or even 10 years preceding your application due to the requirement to have a checkable history for security vetting purposes. If you answer 'No' to the questions regarding nationality then it is unlikely your application will be pursued. If you are unsure as to your eligibility on any of these points, please contact the recruitment team for clarification or advice.