**Service Desk Support Manager**

**Closing Date:** Thursday 20th May 2021
**Location:** Sheffield, Birmingham, Nottingham, Glasgow, London  (We are currently working remotely. You will be allocated a base and once restrictions are lifted there may be some travel required)

**Salary Range:** London, (£36,798) National, (£30,989)
**Interviews:** Wednesday 9th June 2021

**The Role**
We're recruiting for a **Service Desk Support Manager** here at MoJ Digital & Technology, to be part of our warm and collaborative Security, Privacy & Live Services team.

## The Role

The Service Desk Lead reports directly to the Head of Service Desk.

You will be working in a 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, across the MoJ Estate. This includes diverse portfolios such as MoJ HQ, LAA, HMPPS, HMCTS.

As a Service Desk Lead you will be accountable for the delivery of a high-quality governance You will lead the implementation and improvement of Service Desk processes and supporting systems into the Authority and ensure that you have a strategy and roadmap for evolving our operational processes and capability.

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

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

**Key activities include;**

- Provide support to the Head of Service Desk when requested
- Ensure Service Desk activities, that will require engagement with other D&T teams and processes, are documented and tracked until completion
- Interface with counterparts in Service Operations to build relationships and ensure any processes that interface with each other are recognised, supported and documented, i.e. CSI and Problem Management
- Build strong working relationships within D&T and the external suppliers
- Support the activities that govern and assure the delivery of the current service Desk contract

- Assess and Quality check Incident Tickets generated by the Service Desk to ensure they align to defined processes. Reporting and tracking discrepancies through to conclusion
- Responsible for updating the MoJ Service Desk processes, policies, procedures and governance documentation on a regular basis
- Support operational governance meetings by attending, tracking and driving actions to completion
- Responsible for the accuracy and promotion of risks and issues for the Service Desk
- Responsible for identifying any new D&T demand that will require engagement with the Service Desk function and operating model.
- Providing guidance and support as the representative of the Service Desk at relevant meetings and forums
- Maintaining appropriate tracking, advice and guidance to colleagues in D&T
- Provide advice and guidance for generation of Request for Service (RFS) and review subsequent supplier Proposal Document (PD) to ensure they are fit for purpose and aligned to the Operating Model
- Representing the department at key stakeholder meetings when requested

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This is a MoJ Band B role with a salary of London, (£36,798) National, (£30,989) plus great 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 capabilities**

- **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.
- **Service focus -** Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
- **Continual service improvement -** Identifies and explores opportunities for service and business improvement. Drives the analysis, identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
- **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.
- **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.
- **User focus -** 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.
- **Understanding of service management framework -** Has an in-depth understanding of Service Management Framework principles and processes and the ability to apply the technical knowledge in project or programme activities.
- **Business analysis (IT operations -** Able to visualise, articulate, solve complex problems and concepts, and make disciplined decisions based on available information. Such skills include: demonstration of the ability to apply logical thinking, gathering and analysing information using comprehensive tools and techniques, the use of data to formulate both short-term day-to-day and long-term strategic plans, and the ability to identify and analyse options, and assess feasibility and operational impact. Ensures that the business solution aligns with the vision, mission, objectives, strategy, business and user needs and can identify and recognise a viable solution or control.
- **Ownership and initiative -** Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.

**Desirable skills**

- Asset and configuration management
- Broad technical understanding

**How to Apply**

Candidates must submit **a current CV** and **Statement of Suitability (750 words)** 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:

The behaviours we are assessing for this role are:

- Working Together
- Managing a Quality Service
- Seeing The Bigger Picture
- Delivery at a pace
- Making Effective Decisions

Your application will be reviewed and sifted 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 your Technical skills will be conducted prior to the sift.

**Further Information**

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

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