Asset and Dispatch Team Leader

age UK

Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

The Age UK Service Desk is the first point of contact for Age UK colleagues to report issues and raise requests. This is a newly formed desk which is still maturing, so you'll play a key role in supporting the ITSM Service Desk Manager in providing leadership to the Service Desk Team working together to support our colleagues to support older people. As the Asset and Dispatch Team Leader, you'll be responsible for the people management of the Service Desk Analysts in Warrington. This is a key role, responsible for managing Age UK hardware assets and associated data security, lifecycle, IT Dispatch and IT warehouse activities. The role is also responsible for ensuring the joiner, mover and leaver (JML) process is resourced and managed effectively.

What you'll do for us:

- Manage the inventory of all Age UK's hardware assets across all sites, so that we can use this information to make more strategic decisions about IT-related purchases and redistributions. This helps us reduce waste and make the most of our existing IT asset resources.
- Responsible for the accuracy of physical hardware assets onsite in

"I've been fortunate to work for some fantastic organisations during my career, but Age UK stands head and shoulders above the rest in that everyone demonstrates such pride and dedication to their work, and who we work for – older people who need us most."

Ian Nelson
SERVICE CATALOGUE SPECIALIST

Our values

WE ARE BOLD
In doing what's right for older people - We are unafraid in standing up for older people and in seeking support for our work with them.

WE ACT TOGETHER
With and for older people - We act as one team, collaborating to get things done.

WE ARE FOCUSSED
On what makes most impact for older people - We never forget that older people are at the heart of everything we do.

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Warrington by ensuring regular site audits ensuring that these are accuracy reflected within our ITSM platform Hornbill and Intune.

- Report on the accuracy and performance of all Service Desk Analysts across all sites who update asset data in Hornbill. Feeding performance updates for analysts at OAS, Ashburton and Blackpool to the OAS team Leader for further action.
- Support the ITSM Service Desk Manager in developing of processes, policies, standards, systems and measurements to help Age UK manage its IT hardware asset portfolio.
- Provide KPI/metric information and standardised reporting on a scheduled basis.
- Ensure quality control throughout the lifecycle (deploy, monitor, service and retire) of all age UK hardware assets.
- You'll be responsible for the health & safety and security of hardware assets in the IT Dispatch centre and warehouse.
- Ensuring the dispatch process is resourced and managed effectively.
- Ensuring the Joiners, Movers, Leavers process is resourced and managed effectively.

Other responsibilities will include:

- People Management, including supporting the Senior Service Desk Analyst with the team's training and development needs.
- Arranging and chairing team meetings.
- Setting daily, weekly and monthly goals.
- Delegating tasks.
- Resolving issues - people (team) and customer.
- Communicating clearly and effectively, to the team and the business.
- Responsible for ensuring the Asset & Dispatch Service Desk service. levels are met e.g. response and fulfillment times.
- Organising resources to meet these service levels.
- Maintaining and updating knowledge of business and business critical applications to ensure that you understand the impact of incidents and requests and prioritise accordingly to reduce business impact.
- Responsible for regular quality and accuracy controls and check on asset related tickets - ensuring a great user experience and always seeking to improve on this.

Location
Warrington

People management
Yes

Division
Group Finance
(Finance, D&T, Strategy)

ageuk.org.uk

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- Forming strategies to deliver Service Desk, and support D&T objectives
- Managing time – own and team members, to ensure changing demand and priorities are managed.
- Supporting the Senior Service Desk Analyst in the creation of Knowledge Articles and maintenance of the Knowledge Base.

Must haves:
- Significant experience of operational management of a medium sized remote team on a busy Service Desk.
- Significant people management experience.
- Significant experience of working with and managing Incident Management and Request Fulfilment processes.
- Significant experience of managing hardware assets through their lifecycle (deploy, monitor, service, retire).
- Significant experience of working with an ITSM platform.
- Significant experience of working with a Telephony platform.
- Good understanding of effective Office 365 administration support.
- Good understanding of effective Windows 10 troubleshooting support.
- Good understanding of effective Active Directory/AAD support.
- Good understanding of Intune support.
- Passionate about providing a brilliant User Experience.
- Experience of working in an ITIL environment with a demonstrable knowledge of how ITSM processes are utilised to deliver an outstanding service.
- Excellent communication skills, both written and verbal.

Great to haves:
- ITIL4 foundation.
- Service Desk Institute Manager certification.

Any other details:
- This role is hybrid between home-based and your designated office(s) with up to 3 days a week on-site plus ad-hoc as requested by the IT Service Delivery Management team.

Location
Warrington

People management
Yes

Division
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We're an Age-friendly Employer

enei

disability confident

Asset and Dispatch Team Leader

- You'll be expected to share management cover of the Service Desk 8-7 core hours rota with the Service Desk leadership team.
- Occasional travel to other Age UK sites to enable performance of the duties and responsibilities and for the purposes of maintaining and updating professional skills and development.
- Hybrid and remote working require that the candidate meet these additional requirements: Internet bandwidth: 40Mbps minimum. Internet connectivity: Wired / ADSL / Fibre.
- Stable and safe working environment as outlined in Age UK's working from home policy.

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