



IS SUPPORT MANAGER

THE
NATIONAL
GALLERY

THE ROLE PROFILE

Job context

The National Gallery (NG) and its trading company National Gallery Global (NGG) are dependent upon the reliability and availability of their shared information systems to deliver high quality services to the public and to meet strategic and operational objectives.

The Gallery's service desk is pivotal in ensuring that appropriate technology, processes and support is delivered to those employees to an agreed level of quality and security.

Job purpose

This role is responsible for the delivery of a responsive Information Systems Service Desk, supporting National Gallery and National Gallery employees working both on site and remotely, ensuring employee-facing systems are available and relevant to business needs.

Improvement of the quality of the support service, including analysis of service call history, trends and response rates to direct the organisation of Service Desk resources and trigger changes to other areas of the IT infrastructure to ensure they continue to meet evolving business requirements.

Scope of job

- Proactive line management of the service desk team.
- Reactive support service for all areas of National Gallery systems, including end-user devices, ticketing desks, retail systems, public kiosks, telephony.
- Allocation and prioritisation of calls, individual call review, training and support for the call management platform.
- Analysis of call statistics, trend spotting and remedial activities.
- Escalation point for the most complicated support issues.
- Service management meetings with user Depts to define and deliver a service tailored to relevant needs.

- Management and mitigation of risk for the Service Desk team activities and broader information security matters affecting the National Gallery and its information systems.
- Development and update of change management processes for the Information Systems team activities.
- Managing the processes relating to starters / leavers (hardware provision, plus onboarding & desk training) including management and creation/deletion of user accounts.
- Review, update and agreement of policies relating to the Service Desk tasks and remit.
- Implement operational procedures to be in line with ITIL frameworks. Change Management, Incident Management, Demand Management, Problem Management.
- Maintenance of equipment inventories and locations. Hardware and software asset management.
- Disposal of redundant equipment to appropriate environmental standards

Key deliverables

- A high-quality support provision for National Gallery systems' users, with efficient coordination of team members and others to deliver a valued service.
- Active management of support calls with appropriate prioritisation of new calls and maintaining a high level of service quality from the Service Desk team.
- Delivery of a relevant service, altering and updating operations and practices to meet changing business requirements.
- Creation and maintenance of process and procedure documentation relating to Service Desk operation, fault remediation, change management and system configuration.
- Structured management of starters, leavers and movers within the National Gallery including relevant system provision, onboarding, induction and lifecycle management for user accounts and system permissions.
- Analysis of service desk calls and consequent provision of solutions to reduce future occurrence or impact of incidents and problem management.
- Implement operational procedures to meet industry recognised frameworks and standards (ITIL) including, but not limited to, Capacity Management, Change Management, Demand Management, Major Incident Management and Response.

Key relationships

- Information Systems team.
- Departmental heads and project managers.
- End users of information technology and services.
- External service providers contract management and tenders.

Key required skills

- Experience in managing a service provision within a technical environment, ideally with experience of ITIL processes and procedures. Qualified to at a minimum of ITIL 3 or 4 foundation and ITIL Service Design.
- Proficiency in Microsoft Windows systems including M365 (and associated management platforms), Active Directory, IP network, hybrid on-premises and Azure-based infrastructures.
- Ability to prioritise, communicate and co-ordinate activities efficiently and effectively.
- Methodical, efficient and tenacious approach to problem solving.
- Ability to work effectively to deadlines and work on multiple projects and activities.
- Problem solving and analytical skills.

Key required attributes

- An effective communicator and influencer.
- Ability to remain calm in high-pressure situations.
- Highly organised planner who can work across teams.
- Enthusiastic problem solver capable of delivering creative solutions.

Supervisory/Managerial responsibility

This post is responsible for the line management of the Service Desk team, currently 4 people.

Essential minimum qualification/experience on entry

Relevant degree with some experience working in a computer-related area, or significant experience working in a computer-related service desk.

Additional essential criteria or considerations

- Willingness to work flexibly, including occasional work planned outside of normal hours.
- To value and respect colleagues and members of the public, regardless of their background, and promote a positive environment which supports equality and diversity.
- To cooperate and contribute to measures introduced by the Gallery to ensure equality of opportunity and encourage diversity.

SUMMARY OF TERMS AND CONDITIONS OF EMPLOYMENT

IS Support Manager

Contract

Permanent, working full time hours of 35 per week.
This post is on the Gallery's Band C. The salary is £44,901 per annum.

Pay review

Pay increases are dependent upon government public sector pay policy and affordability, and the Gallery's pay settlement arrangements. The following are for employee status:

- Occupational defined benefit scheme (Civil Service Alpha, details available through the Civil Service website); transfer from another Civil Service employer with an existing scheme (e.g. Classic) will be recognised.
- Annual leave entitlement begins at 248.5 hours pro rata (inc. Public and privilege holidays), rising to 283.5 hours (inclusive) at five year's service.
- Flexible benefits from one month's service, including discounts, holiday trading, cycle to work and other benefits which vary from time to time according to availability via the Gallery's palette scheme.
- Flexible working arrangements to suit.
- Participation in the reciprocal arrangement between cultural institutions for free entry.
- Employee discount in the Gallery's retail and catering outlets, as well as several outlets in the vicinity of Trafalgar Square.
- Free tickets to Gallery exhibitions, up to four to share with friends and family.
- Employee Assistance Programme and Occupational Health, including annual flu vaccination, subject to availability.



Happy To Talk
Flexible Working

HOW TO APPLY

It is important to complete all sections of our application form in order to ensure that we have all the information necessary to consider you for the job you are applying for. There are a number of sections to complete before submitting your application. However, you can save your application form at any stage and return at any time prior to the closing date to complete.

If you have any questions on the information you should provide, or have any difficulties completing the form, please contact the Human Resources Department at recruitment@nationalgallery.org.uk.

Employment & Academic History

Due to the value of our collection the Gallery undertakes extensive pre-employment screening, including a criminal record check. As part of our security screening process we need to account for all of your time over the past 3/5* years and will verify the information provided. However we are interested in all of your relevant work experience so please provide us with your career history.

Application Questions

In this section you should outline how your skills, knowledge and experience match the numbered essential requirements of the post, as set out in the role profile. The numbered essential role criterion shows you the skills and attributes which are necessary to carry out the responsibilities of the job and will be used to shortlist candidates for interview.

Shortlisting

The National Gallery operates name free recruitment, which means an applicant's name and personal details are not visible to recruiting managers in the shortlisting process. By removing the applicant's name and other personal information, such as their ethnicity or the university they attended, we aim to ensure that people will be judged on merit and not on their background, race or gender

* Dependant on role

Selection

For some roles at the Gallery we will ask you to complete a variety of selection activities to allow you to demonstrate your abilities and suitability for the post. These may include ability tests, personality questionnaires, work simulation exercises, interviews, etc. Details of the specific activities will be advised to you as part of the process.

Equal Opportunities Monitoring

The Gallery is committed to equal opportunities for all job applicants and employees. Our policy is that no job applicant or employee should receive less favourable treatment than another on grounds of gender (including gender reassignment), sexual orientation, marital or family status, civil partnership status, race, colour, nationality, ethnic or national origins, religion or similar belief, disability, age or trade union membership or any other condition or requirement which cannot be shown to be justifiable.

Information you provide such as ethnic origin, gender and disability will be used solely for monitoring purposes and identifiable information will not be disclosed.