Job Title:	Service Desk Team Leader
Current Charity:	Age UK
Current Division Name:	Shared Services
Current Department Name:	Digital & Technology
Location:	Hybrid / London (One America Square - OAS)
Type of role	Manager
Contractual Status of Role:	Permanent
Job Title of Line Manager:	ITSM Service Desk Manager
Job Titles and number of any direct reports e.g. Administrator (3)	Junior Service Desk Analyst (2) Service Desk Analyst (4)
Job Purpose:	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 OAS Service Desk Team Leader, you'll be responsible for the people management of the Junior Service Desk Analysts and Service Desk Analysts. You'll have accountability for the core operational Service Desk activities – resource management, quality assurance, ticket & call management, and ensuring user experience and service level expectations are met. You'll also be responsible for the hardware assets on these sites i.e. accuracy in Hornbill our ITSM platform, hardware asset lifecycle, stockroom health & safety and security. The role will also support the Asset and Dispatch Team Lead in ensuring the joiner, mover and leaver (JML) process is resourced and managed effectively.
Main Responsibilities/Deliverables:	Lead a team of Service Desk Analysts, with responsibility for tasks related to operational performance and people management. Your key responsibilities will include: People Management, including supporting the Senior Service Desk Analyst with the team's training and development needs

	- Operational management of the Service Desk:
- Arranging and chairing team meetings
- Setting daily, weekly and monthly goals
- Delegating tasks
- Resolving issues - people (team) and customer
- Responsible for ensuring the core Service Desk service levels are met e.g. telephony response and handling times, incident and request KPIs
- 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 the quarterly and ad hoc event user satisfaction surveys are run, reviewed and used to provide feedback to team - ensuring a great user experience and always seeking to improve on this
- Managing time – own and team members, to ensure changing demand and priorities are managed
- Reviewing and updating Service Desk related processes and procedures and co-ordinate appropriate/necessary Service Desk Analyst coaching and mentoring
- Responsible for ticket logging and allocation within the ITSM tool, setting an example on ticket management by handling, updating and resolving tickets to support the team
- Act as the point of escalation for Analyst queries and technical advice.
- Forming strategies to deliver Service Desk, and support D&T objectives

	• Communicating clearly and effectively, to the team and the business • Supporting the Senior Service Desk Analyst in the creation of Knowledge Articles and maintenance of the Knowledge Base • Manage the inventory of Age UK's hardware assets at the OAS, Ashburton and Blackpool sites, so that this information can be utilised to make more strategic decisions about IT-related purchases and redistributions, reduce waste and make the most of our existing IT asset resources. • Responsible for the accuracy of hardware assets onsite in OAS, Ashburton and Blackpool sites and within our ITSM platform Hornbill and Intune. • Provide associated KPI/metric information and standardised reporting on a scheduled basis. • Ensure quality control throughout the lifecycle of all hardware assets. • Responsible for the hardware assets in OAS, Ashburton and Blackpool sites i.e. accuracy in Hornbill our ITSM platform, hardware asset lifecycle (deploy, monitor, service , retire), stockroom health & safety and security. • Supporting the Asset & Dispatch Team Lead to ensure the JML process is resourced and managed effectively.
	Must Haves: The below competencies will be assessed at the indicated stage of the recruitment process: **Application = A, Interview = I, Test = T, Presentation = P**
Experience	• Significant experience of operational management of a medium sized remote team on a busy Service Desk. (A, I) • Significant people management experience (A, I)

	• Significant experience of working with and managing Incident Management and Request Fulfilment processes (I, P) • Significant experience of working with an ITSM platform (A, I) • Significant experience of working with a Telephony platform (A, I) • Experience of working in an ITIL environment with a demonstrable knowledge of how ITSM processes are utilised to deliver an outstanding service (A, I)
Knowledge & Skills	• Good understanding of effective Office 365 administration support (A, I) • Good understanding of effective Windows 10 troubleshooting support (A, I) • Good understanding of effective Active Directory/Azure Active Directory support (A, I) • Good understanding of Intune support (A, I) • Excellent communication skills, both written and verbal (A, I, P)
Personal Attributes	• Passionate about providing a brilliant User Experience (I, P)
	Great to Haves: The below competencies will be assessed at the indicated stage of the recruitment process: **Application = A, Interview = I, Test = T, Presentation = P**
Knowledge & Skills	• Service Desk Institute Manager certification (A) • ITIL4 foundation certification (A, I)
Additional Circumstances:	This role is hybrid between home-based and your designated office(s) with 4 days a week on-site plus ad-hoc as requested by the IT Service Delivery Management team.

	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.

Notes:

This role description is not intended to be exhaustive in every respect, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role.

In addition to the contents of this role description, employees are expected to undertake any and all other reasonable and related tasks allocated by line management.

Age UK acknowledges that some groups are less likely to apply for roles and we welcome applications from anyone who feels they have the skills, time and energy to commit to us.