

Candidate pack

Technology Service Desk Lead



Every day...

we're here for people affected by Motor Neurone Disease (MND).

A diagnosis of MND brings home the preciousness of every day. So we do all we can to make every day count. We bring understanding and guidance. We deliver practical and financial support. We raise awareness and campaign for better care. We're not just here for now – as the UK's leading charity funder of MND research, we're striving for breakthroughs to develop new treatments and, ultimately, a cure.

MND moves fast. It takes away time, it takes away independence and it has no cure. Every piece of support, every research project, every pound raised, every kind word, and every day lived well...

matters.

Hello



Tanya Curry
Chief Executive

“We’re really pleased you’re interested in joining us and using your expertise, knowledge and time to make a difference to people affected by MND.

We are a charity with big ambitions and are committed to our vision of a world free from MND - we need a strong team to deliver that.

If you’re a great fit for this role, and us, we hope to meet you soon!”

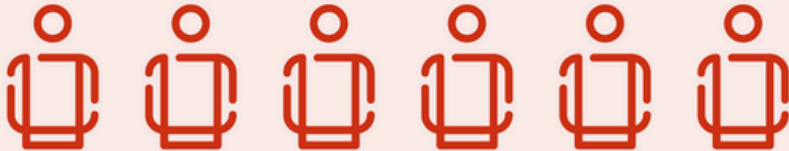
Our vision
A world free
from MND.



Our mission
Everyone
with MND has
choice and
control today,
and a future
driven by
research and
innovation.

What is MND?

Today, six people



will be told they have MND and six people will die from the disease.

People with MND may lose their voice and movement.



And ultimately, their ability to breathe.

A third of people will die within a year of diagnosis.



More than half will die within two years.

MND is a fatal rapidly, progressing disease.



It affects the brain and spinal cord.

MND doesn't discriminate.



It affects people from all backgrounds and at all ages.

**There is no cure for MND.
Together we can change that.**



MND
Association

MND
Association

MND
Association
Change matters.
Thank you.
MND
Association
Today, six people will
be diagnosed with
Motor Neurone Disease.
Your donation matters.

Our values

Four values guide everything we do, and the way we do it. From how we behave day-to-day, to strategic decisions about our priorities, our values shape it all.

We're one strong team.



We work together as one MND Association – a community of people affected by MND, staff, volunteers and partners. We share a common vision and direction. We value diversity. We support each other. We are collaborative and work in partnership with external organisations and with professionals, scientists and others to further our impact.

We make every day count.



Time is precious. We make the most of it to help people with MND. We are proactive, responsive and efficient. We listen to what people need and support them in doing what's important. We deliver at pace, but take the time needed to do things thoroughly. Every day we create impact for people with MND.

We think big.



We are the UK's leading MND charity. People look to us for expertise and inspiration. We support new approaches, new treatments and new understanding. We are bold and ambitious – we think big and make ideas happen. We go beyond what's expected to find new and better ways of doing things. We help set standards, influence care and drive change to shape a better future for people with MND.

We are determined.



People affected by MND are at the heart of all we do. We work with determination and a drive to make a difference. We have compassion and treat people with dignity and kindness. Every interaction is a chance to show that people affected by MND are heard and valued.

Job description

Job title: Technology Service Desk Lead

Salary: £38,000 - £40,000 per annum

Location: Northampton

Contract: Permanent

Hours: 37 hours per week

Reports to: IT Operations Manager

Job purpose

The Service Desk Lead is responsible for managing the day-to-day operation of the Technology Service Desk, ensuring the effective delivery of IT Technology support services to staff and volunteers across the Association's.

The role will lead the Service Desk team, ensuring incidents and service requests are managed efficiently and that users receive a high level of quality support. The Service Desk Lead will also work closely with other Technology teams to improve services, maintain documentation and knowledge resources, and support the ongoing development of IT systems and processes.

Main responsibilities

Service Desk Operations

- Manage the day-to-day operation of the Technology Service Desk, ensuring the effective delivery of IT support services to staff and volunteers across the organisation.
- Ensure incidents and service requests are logged, managed and resolved within agreed service levels.
- Support Service Desk operations by working alongside Analysts on routine activities, including handling incidents and service requests.
- Act as an escalation for incidents, coordinating resolution with relevant technical teams and suppliers where required.
- Ensure appropriate Service Desk coverage and effective communication with service users regarding incidents, requests and service updates.

Team Leadership

- Lead, support and develop the Service Desk team, providing guidance, coaching and performance management.
- Foster a culture of collaboration, accountability and continuous improvement within the team.
- Encourage knowledge sharing and professional development to maintain a high standard of service delivery.

Operational Support

- Configure and improve the use of Service Desk tools and reporting where appropriate.
- Deputise for the IT Operations Manager when required and provide support across the wider IT team where necessary.

Service Management & Documentation

- Maintain and develop the Service Desk knowledge base, procedures and documentation to support efficient incident resolution.
- Maintain IT asset registers and contribute to the upkeep of the IT service catalogue.
- Promote best practice in service management processes and ensure consistent use of Service Desk tools and systems.

Reporting & Performance Monitoring

- Develop and maintain reporting on Service Desk activity, including key metrics, KPIs and performance reports.
- Analyse service performance data to identify trends and opportunities to improve service delivery.

Collaboration & Service Improvement

- Work closely with IT, Digital and Data teams to ensure effective support and a seamless service experience for users.
- Support the planning, testing and implementation of new systems, services and improvements affecting end users.
- Assist the IT Operations Manager and Infrastructure Lead in identifying opportunities to improve IT services and support.

General Responsibilities

- Undertake other duties appropriate to the role and grade as required.
- Undertake any other task relevant to the job purpose and ensure that all functions performed reflect the Associations mission and core values.

Essential criteria

- Relevant experience managing IT service and support in a hybrid environment.
- Experience leading and managing an IT support or Service Desk team, including performance management, target setting, staff development and motivation.
- Experience working within an IT Service Desk or user support environment, providing application and technical support to end users.
- Strong understanding of Service Desk processes including incident, request and problem management.
- Experience using Service Desk or IT Service Management (ITSM) tools, ideally ManageEngine.
- Strong communication and organisational skills, with the ability to prioritise workload and explain technical issues clearly to non-technical users.
- Current knowledge and experience of IT products and services including Windows OS, Microsoft 365, Dynamics, Entra ID, networking and Service Desk systems.
- Experience contributing to service improvements, process optimisation or system enhancements.
- Excellent stakeholder engagement, facilitation, and communication skills.
- Ability to work independently and manage multiple priorities.



What we offer

At the MND Association, we support you to do your best work and thrive within one strong team.

Employment benefits

Hybrid and flexible working

We have a number of regionally-based employees, with our office-based employees working on a hybrid basis with an expectation of one or two days in the office each week.

We are happy to work with you to consider flexible working solutions that support your life and responsibilities as well as the requirements of the role.

Annual leave

28 days holiday, which increases by one day for each complete annual leave year worked (up to a maximum of 33), plus bank holidays. You also have the option to buy up to five additional days' leave through salary sacrifice or to sell back five days.

Pension

We have two schemes available.

- Auto Enrolment Scheme: you and the MND Association both contribute 4% of your net monthly salary.
- Enhanced Salary Sacrifice Scheme: if eligible, you contribute a minimum of 5% and the MND Association contributes 8.1% of your gross monthly salary.

Life assurance

The option to join a life assurance scheme for peace of mind and financial protection for your loved ones.

Health and wellbeing

- **Health cash plan**, which reimburses healthcare costs including dentist, optician, health screening, specialist consultation.
- A 24/7 virtual GP service, called **GP24**, for you and your household.
- A confidential, independent counselling helpline with up to 10 free sessions each year per issue.
- Access to the My Healthy Advantage app.
- Staff and volunteer network groups and forums.
- Mental health first aid scheme.

Cost savings

- Access to the Cycle to Work Scheme so you can save money and spread the cost of buying a bike.
- Access to BenefitHub, which offers a huge range of discounts and cashback plans across hundreds of retailers and providers.

Learning and development

We'll support your professional and personal growth through:

- a comprehensive induction programme
- the Learning Lab, which offers a range of courses
- job shadowing, to strengthen your knowledge in other areas
- the chance to study for an apprenticeship alongside your role.

Working location

Our central office in Northampton is bright and modern with a variety of flexible working spaces, meeting rooms and communal areas. We also have office space in London SE1, close to Borough and London Bridge stations.

Some of our staff are based regionally and work from home.



Francis Crick House

Motor Neurone Disease Association
Francis Crick House
6 Summerhouse Road
Moulton Park
Northampton NN3 6BJ



London office

FORA
180 Borough High Street
London SE1 1LB

Applying for a role

Please apply via our website. Once we've shortlisted, we'll get in touch with all applicants to let you know if you've got to the next stage.

Application notes

- Apply early if you can. If we receive a lot of interest, we may close applications early.
- We are open to part-time applications or job shares – please indicate your preferred working arrangement in your application.
- Please reflect how your experience aligns with our values in your application.
- Depending on the role, you may be required to complete a criminal records check with the Disclosure and Barring Service (DBS).
- If you're successful in securing a role, you will be asked to produce your valid right to work documentation as part of our pre-employment checks. Find out more on [our website](#).
- If you require UK visa sponsorship, please clearly indicate this in your application.

Personal data

We will look after any information you provide to the MND Association when applying for a vacancy in accordance with the General Data Protection Regulation (GDPR). We're committed to protecting your personal information and being transparent about what information we hold.

[Read our privacy policy here.](#)

Animals in research

We understand that not everyone agrees with the use of animals in research. So, it's important to make you aware that some of the research that we fund involves animals.

MND is complex and, at the moment, animal models are still one of the most powerful tools used to help us understand, prevent and one day cure MND. Much of the progress made to date would not have been possible without them.

Inclusive recruitment

We're committed to providing everyone with the opportunity to compete fairly for roles.

- We're committed to providing everyone with the opportunity to compete fairly for roles.
- We anonymise applications to ensure bias does not influence our decision-making.
- All applications are reviewed by a member of our team, we don't use AI to filter applications.
- We can provide reasonable adjustments during the application or interview process, please contact us at hrrecruitment@mndassociation.org for support.
- We are happy to consider alternative application formats from candidates who find it difficult to complete the online form. Contact us to discuss what works best for you at hrrecruitment@mndassociation.org.
- We are a Disability Confident Employer and guarantee interviews for applicants with a disability who meet the requirements of the role.



Find out more about our [commitments to inclusion](#).

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Registered Charity no. 294354



**Every day we support people affected
by Motor Neurone Disease.
Because with MND, every day matters.**