Role profile

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| **Role title** | **Service Desk Team Leader** |
| **Department and directorate** | **BMA Technology Services** |
| **Job family level** | **Grade 5** |
| ***Reports to (job title and name)*** | **Service Delivery Manager** |
| **Direct reports (job title and name)** | **3 staff including Service Desk Consultants and Service Desk Analysts** |

| **Summary – purpose of the role** |
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| Describe as concisely as possible the overall purpose of the job and including the core duties/responsibilities required to be performed in the role (e.g., to provide a full range of administrative support services to the department including x,y,z) |
| The BMA Tech Services Service Desk is the central point of contact for IT queries. The Service Desk strives to set the standard of behaviour for customer engagement, playing a key customer advocacy role, developing and delivering services that support customer needs and inform IT Services objectives.  The Service Desk Team Leader is a key role, tasked with managing a team of Service Desk Analysts and Consultants. The post holder is responsible for overseeing the day-to-day effectiveness of service provision and ensuring that targets are met.   * Manage and co-ordinate the processing of incoming calls / tickets to ensure courteous, timely and effective resolution of incidents and requests * To lead on incidents and requests, through to resolution * Develop and implement ticket handling, workflow and escalation policies/procedures * Be an escalation point and provide co-ordination and support for the Service Desk * To act and perform as line manager of the Service Desk Team * To set expectations and manage, monitor, coach and develop team members to ensure that they maximise their performance, meet the required standards, and continuously develop their capabilities * Provide reporting on call volumes and incident trending within the Service Desk and wider IT Team * Provide key communications with staff and 3rd parties regarding high priority tickets, other problem notifications and SLA breaches * Raising Service Desk Team observations and recommendations to the Service Delivery Manager * To ensure personal development plans, succession planning and knowledge transfer in all key service areas are handled * To provide user self-help guidance in order to reduce levels of incoming requests for help and assistance * To manage deskside visits across BMA House and to periodically undertake to visit remote offices * Represent BMA Technology Service, the BMA and the BMJ Group in a professional way at all times * Focus on educating employees on how to make the best use (and best practice) of their IT systems and equipment * To co-ordinate with vendor and 3rd party suppliers as required by the role * To assist in maintaining a catalogue of technology services and assets * Follow up on customer satisfaction feedback * Keep documentation updated, including publishing of knowledge articles * To deputise for the Service Delivery Manager as and when required * To co-ordinate with project managers for service acceptance |
| **Function Skill (level and breadth of application)** |
| What relevant experience is necessary to undertake this role? What specialist, technical or professional qualifications are required to be able to perform the job?  How far does the role extend out across the organisation, eg confined to own team, involves co-ordination with another department or requires regular negotiation with many other parts of the organisation. Why is this necessary? Describe the range of issues that are involved in this, eg resolving people’s IT problems, collecting information on key research items or advising members on a particular issue. |
| * Higher education qualification in a technical, scientific or business discipline * Qualified to ITIL foundation level * Leading and managing end user or service control teams within SLA targets * Major incident, Incident, Problem and Change Management * Coordination and prioritisation of complex parallel production incidents through to resolution * Working across a mix of technology platforms and environments, with specific experience at an analyst or team-leader level of providing deskside assistance * Excellent customer service skills, with the ability to communicate with all levels of internal and external Contacts * Proven ability to work as part of a management team, with strong influencing skills * Understanding and experience of formal Service Delivery approach in a complex technical and stakeholder environment; delivering against robust Service Level Agreements and implementing a process of continuous improvement in Service Delivery * Administration of a service catalogue * Excellent interpersonal and presentational skills * Procedure documents and knowledge article writing experience. * Good working knowledge of current versions of MS Office(O365) and Microsoft Windows * Experience with ITIL based Ticketing System * Experience with a Microsoft utility software Stack * Good experience with AD, DNS, DHCP TCP/IP * Knowledge of AV equipment and VC systems * Knowledge of Apple Mac systems |

| **Intellectual demands (complexity and challenge)** |
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| What sorts of problems, situations or issues are typically dealt with? Give any illustrative examples. How are the problems, situations or issues dealt with (eg undertaking original research and analysis or seeking specialist advice)?  To what extent are standard procedures and processes followed when undertaking typical tasks, and how is personal initiative used when solving problems? To what extent is creativity used in solving the problems (eg adopting different approaches, trying things that have not been done before within the organisation or improving/changing previous approaches). |
| * Work closely with the business to understand customer demands and priorities in order to set expectations on service delivery at operational levels. * Work closely with Technology Services managers and teams in order to develop cost effective services and communications. * Promote the image of the department. |

| **Judgement (independence and level and impact limitations)** | |
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| What are the typical decisions that are made in the job without reference to any higher authority? What informs/constrains the decisions (eg expenditure limits, have to follow clearly laid down procedures or working within broad objectives). What influence upon policy, procedures or resources is there (eg giving advice to others)?  Who (or what) is next to be affected by the decisions that are made – for example, supervisor sees them before they leave the team or the whole department sees and has to respond to the change that is made. Give typical example(s) of the consequences of the decisions (eg what impact does the decision-making have on the performance of the team/section/department/organisation)? | |
| * Re-prioritisation of staff workload, according to business situations. * To plan and co-ordinate project work for staff in accordance with the governance standards. * Provide advice to senior management. * Communicate key problems or issues to the business. * Implementing new policy, process and procedures within the team. * Suggesting service improvements based on customer feedback. | |

| **Use of resources (supervision of resources and influence)** |
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| What responsibility is there for managing people, equipment, budgets, resources, customer’s welfare or confidential information? If this is a staff management role describe what is involved, eg staff reporting, staff development, appraisal, leading a department or the allocation of work.  How does the role fit within the organisation, eg support role, team member, team leader, specialist policy adviser, or leading major areas of core business? |
| * To manage proactively the resourcing demands across all areas of responsibility, including managing and developing the mix of in-house, contract and consultancy resources.   + Service Desk Consultant   + Service Desk Consultant   + Service Desk Analyst * To ensure personal development plans, succession planning and knowledge transfer in all key service areas are handled. * Managing staff performance through the use of regular 1:1’s and performance appraisals * Working as part of the Service Desk and Desktop Support Team, providing support to BMA Technology Services customers. * Actively mentors junior members of the team * Working closely with the other teams within Support Services and the rest of BMA Technology Services as required. * Ensuring strict confidentiality when working on sensitive issues or confidential systems or data. |
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| **Communication (level, internal and external demands and significance)** |
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| What people are typically contacted (regardless of the medium) **inside** the Association, eg immediate colleagues, senior managers or administrators? Committee members are the only members classed as internal communication. Normal non-committee membership and doctors are external (see below)  Who is in regularly contact with the role holder **outside** of the Association, eg members who are not committee members, suppliers, members of the public? Approximately what percentage of the time is spent on external communications?  What is the purpose of these contacts, eg conveying information, gathering data? |
| * Regular contact with Service Delivery Manager * Daily contact with BMA & BMJ staff & contractors, at all levels * Some contact directly with members, e.g., IT queries via AV meeting rooms/library facilities, Conferencing and external events like the ARM and other annual events * The post holder must respond in a technical competent manner, but in such a way as to not confuse the customer with technical jargon, having a professional approach at all times that instils confidence, to aid query resolution or advice. |

| **Physical demands & coordination (physical effort and mental strain)** |
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| Are there any unusual physical or mental demands of the role; for example, lifting heavy objects, standing for long periods, using VDUs extensively or high levels of concentration? |
| * This role requires a reasonable amount of physical effort, walking and carrying on an ad-hoc basis.   For example moving of equipment, eg PC’s, Speakers and other equipment, both by hand and trolleys as appropriate – either assisting other team members or as per planned overtime. |

| **Working conditions and emotional demands)** |
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| What are the environmental conditions in which the work is conducted, the social and emotional demands faced by the role and the pressures resulting from these? |
| * The core role is mainly desk based, with frequent interruptions expected, operating a small shift window based on 7 working hours a day on rota Mon-Fri from 08:00-18:00 (i.e. 8am, 9am & 10am start time) * The job is conducted mainly at head office, though occasional travel to other offices, home user visits and exhibition centres is required. * This role may require extended hours of work. * The role is subject to high volumes of internal customer interaction and is therefore an extremely reactive and demanding role. |

| **BMA competency level required** |
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| The post holder is expected to execute their role in line with our five organisational values. These are currently being translated into behavioral indicators that will form part of our new performance management process. The following examples illustrate how we are using our values to inform how we act:   * We are **leaders** because:   + We strive to always improve.   + We take responsibility for our actions.   + We collaborate with each other and work as one BMA for the good of our members.   + We are proactive and prepared to guide our members and each other. * We are **experts** because:   + We understand our members   + We draw on our collective experience and knowledge to solve problems.   + We use our insights and research to make decisions.   + We provide accurate, credible, relevant and engaging information.   + We recognise our strengths and act upon them. * We are **committed** because:   + We listen to our members and put them at the heart of everything we do.   + We are respectful, inclusive, open and honest with our members and each other.   + We approach everything we do with confidence and sensitivity. * We are **reliable** because:   + We deliver on what we say we will do.   + We are accessible and approachable.   + We build trust by being consistent and supportive.   + We are positive and decisive whatever the situation. * We are **challenging** because:   + We fight, ethically and fearlessly, for the interests of all our members.   + We work as a brave, assertive and effective champion for high quality health. services and the advancement of the profession. |

| **Sign-off:** | |
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| Manager: | Date: |
| Role holder: | Date: |