

NHS PROPERTY SERVICES LTD

Job Description

Job title:	Service Desk Team Lead
Level:	2
Type of role:	Permanent
Base:	Gresham Street, London
Travel requirements:	If/When required (across England)
Responsible to:	Operations Manager
Directorate:	IM&T / Service Operations

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

- To assist the Operations Manager in the day-to-day operation of the Service Desk
- Ensure the Service Desk Analysts are delivering day to day support across the Service Desk function, helping to deliver a multi-skilled Service Desk function.
- The role requires the ability to manage calls, resource plan, and multi-task concurrent complex problems and be the first point of contact for the TS Service Desk
- Help deliver a first-class service across the Technology Services Service Desk function
- To act as, by exception, when required a deputy for Operations Manager

Key Responsibilities

- Day-to-day team lead and resource plan of the Service Desk Analysts.
- Develop a high-level over-view of both the Service Desk and Operations Team
- Provide a high-level day-to-day over-view of Service Desk issues, the team, and drive alignment and adherence to TS targeted SLA/KPI's

- To contribute into the weekly and monthly MI reporting as required by Operations Manager
- To ensure daily reporting and dashboards, are maintained and align with the TS targets.
- Build an in-depth understanding of roles, business functions and current activities within NHS PS in order to identify any business impacting technologies, incidents, changes, problems. Maintain this and assist the Operations Manager in ensuring the business are informed thru timely, and clear communication.
- Assist and contribute in the timely delivery of both the Tactical fixes and Operational goals across Technology Services.
- To assist and contribute, such ensuring all supporting process's, and documentation across the Service Desk function are maintained and adhered to without exception by the Service Desk Analysts.
- To report thru clear communication in to the Operations Manager and the TS SMT any issue which could significantly impact the organisation or one of its customers.
- To help align the Service Desk Analysts to building a reputable, first class Service Desk function in accordance with best practice, the ITIL framework, and alignment with the chosen ITSM tool set.
- To escalate and liaise with TS Teams, or associated resolver groups
- To assist in information and data capture activities for auditing purposes.
- To assist in the transition of services into the Technology Services support teams
- To coach and mentor Service Desk Analysts
- Act as an escalation point for Service Desk related queries and escalate as appropriate.
- To assist the Operations Manager in the timely management of concurrent potentially complex issues, in an IT environment across both internal and external teams.
- Contribute to bringing the service closer to the customer and driving a high level of first time fix thru self-service, shift-left and other tactical initiatives in TS.
- Contribute to and support Team Manager in Major Incident Management in line with defined P1 processes including comms, PIR production and conferences.

The Service Desk Team Lead will assist the Technology Operations Service Management function teams with the following additional activities:

- The maintenance and review of the knowledge database used within the TS group.
- The maintenance of self-help documentation (FAQ), and services used by and accessible to all staff.
- The maintenance of the Service catalogue used by all staff.
- The maintenance of process documents used within the TS group.
- The creation of weekly, and monthly service management stats for review at team meetings.
- Propose innovative new ways of improving the services provided by the Operational Support team.
- Assist with the delivery of the Strategic goals across Technology Services.
- Assist in the introduction of new services and transitional activities into the Service Management functions.
- Work on Ad-Hoc projects as required, including timely reporting.

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> Industry Recognised Computing qualifications ITIL v3 Foundation 	<ul style="list-style-type: none"> Evidence of continual personal development ITIL Service Lifecycle <ul style="list-style-type: none"> Service Operations Service Transition CSI ITIL Practitioner Service Desk accreditation Project Management and DevOps Methodologies – Prince2 / Scrum / Agile / Waterfall Cyber Essentials
Knowledge	<ul style="list-style-type: none"> Audio & Visual Active Directory Microsoft full Product Suite Cloud based services Networking 	<ul style="list-style-type: none"> Knowledge of ISO accreditation
Experience	<ul style="list-style-type: none"> Demonstrable experience in a similar role Customer facing both internal & external Adapting to change within a high -pressure environment Ability to reprioritise activities based on changing requirements and or conflicting priorities Experience of resource management Experience of delivery/working within ITIL environment Experience of working and engaging with both technical and non-technical staff Experience of delivering SLA/KPIs 	
Skills	<ul style="list-style-type: none"> Good communication at all levels, both written and oral Ability to communicate clear and concise business communications Natural problem-solving skills with a 	

	<p>pragmatic approach to achieving goals</p> <ul style="list-style-type: none"> • Focused, Pragmatic, flexible adaptive approach • Self-starter / quick learner • Positive can-do attitude • Attention to detail • Good time keeping (lead by example) • Customer / Service Management bias • Self-motivation and drive to succeed • Analytical trouble-shooter 	
Personal qualities/abilities	<ul style="list-style-type: none"> • Be a driving force for innovation and continuous improvement of people, systems, processes and services. 	
Other requirements as applicable		