

ROLE PROFILE

Role Profile			
Job Title	Service Desk IT Team Leader		
Section		Department	Service Desk
Reports to (Job Title)	Service Desk Manager		
Suitable for Job Share (Y/N)	No	If no, state reason	Key Role
Location	Building 2, Derriford Business Park, Plymouth	Shift Pattern	

Job Purpose	Leads a team of IT professionals who deliver end-to-end, high-quality, shared services to clients within an agreed scope. Ensures that all contractual expectations are met and aligned with the Delt brand promise.
Key Competencies and Outputs	<p>Ensures contractual obligations are met by maintaining the performance relating to the agreed metrics in various aspects of IT Service Management.</p> <p>Supports the team by undertaking incident and service request activities as required.</p> <p>Line manages teams, ensuring effective performance management to achieve organisational goals.</p> <p>Executes on agreed operational initiatives to improve service delivery and efficiency (such as shift left and proactive services).</p> <p>Drives internal metrics such as effectiveness and efficiency.</p> <p>Supports continuous service improvement which helps to deliver the Delt brand promise.</p> <p>Builds strong relationships with key stakeholders and evidences high client satisfaction through service reviews and surveys. Delivers the Delt brand promise.</p> <p>Provides operational and strategic direction to committed, talented, multi-disciplinary teams who want to make interactions with Delt's clients.</p> <p>Works with service transition to ensure that any new services (or changes to existing) are introduced at the expected quality and cost.</p> <p>Supports projects and functional managers to ensure the right delivery resources are assigned with the right skills, at the right cost and at the right time.</p> <p>Leads Major Incidents as required, ensuring quality communications to clients where a service-related communication is required.</p> <p>Undertakes other reasonable duties as requested by organisation managers.</p>

<p>Experience, Knowledge, Skills and Qualifications</p>	<p>5 GCSEs, Grade C or above (or equivalent experience).</p> <p>ITIL v4 Foundation level.</p> <p>Demonstrable experience in managing the scope of services required for this role, including leading teams of multi-disciplined IT professionals.</p> <p>Extensive experience of developing and executing service improvement plans to deliver the Delt brand promise.</p> <p>Demonstrates experience and an ability to organise and plan to meet operational goals, objectives and priorities with minimal support.</p> <p>Demonstrates ability to develop strong and trusted relationships with key stakeholders (internal and external) in order to support and enable strategic business goals.</p> <p>Works under pressure with conflicting deadlines, demands and interruptions.</p> <p>Possesses strong analytical skills, including an understanding on financial cost management.</p> <p>Possesses good business acumen and can communicate effectively at all levels, including with customers.</p> <p>A full UK driving licence.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>