

ROLE PROFILE

Role Profile			
Job Title	Service Desk Manager		
Section	Infrastructure & Operations	Department	Service Desk
Reports to (Job Title)	CIO		
Suitable for Job Share (Y/N)	No	If no, state reason	Key Role
Location	Building 2, Derriford Business Park, Plymouth (HYBRID working – requirement to be in Delt Offices at least 2-3 times a week)	Shift Pattern	No
DBS check required	Yes		

Job Purpose	Accountable for leading and inspiring the Service Desk team to deliver a customer centric, high-quality service which enables Delt to deliver “Better, Faster, Cheaper” outcomes for our customers
Key Competencies & Output	<p>Leads a Service Desk team (~40 FTE with 3 team leader direct reports) who are responsible for 1st and 2nd line support (Incident and Service Request), device breakfix, knowledge management and SLA management.</p> <p>Leads a small Service Management Office (~3 FTE) who are responsible for problem management, change management, asset management, CSI, process governance and reporting.</p> <p>Leads a small ITSM platform team support team (3 FTE with 1 team leader direct report) who are responsible for the development and administration of the ITSM platform, developing and improving workflows.</p> <p>Is accountable for the delivery and ongoing development of the Delt Service Desk capability and the associated service outcomes it delivers.</p> <p>Plays a key role in leading the ongoing development and maintenance of Delt’s ITIL aligned service framework that underpins our delivery as a Shared Services Provider</p> <p>Works with Service Delivery colleagues in the wider organisation to ensure we deliver a service which delights our customers, and which supports them in achieving their goals.</p> <p>Builds and executes strategies/roadmaps aligned to the business plan (such as shift left and proactive services).</p> <p>Benchmarks service to demonstrate effectiveness, efficiency, and value to the business.</p>

	<p>Ensures plans are in place and risks managed to ensure all relevant contractual expectations are consistently met.</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>Assists in developing the annual budget and half year forecast. Manages the appropriate cost budget and ensures plans are in place to meet expectations. Develops initiatives to deliver cost reductions without impacting the quality of service.</p> <p>The accountabilities listed here are not an exhaustive list. The post holder will be required to work in any area of the business and deliver ad-hoc duties as and when directed. Will also be able to travel within the Southwest of England from time to time.</p>
<p>Experience, Knowledge, Skills, and Qualifications</p>	<p>Degree educated with at least ITIL v4 Foundation level (or equivalent level of experience - at least 5 years of working within the scope of this role).</p> <p>Is a strong leader with proven experience in leading a large Service Desk team.</p> <p>A strategic thinker with broad operational experience, who can create, deliver, and embed a culture of best practice IT support processes and practices.</p> <p>Demonstrable experience in managing the scope of services required for this role, including leading a large team of multi-disciplined IT professionals.</p> <p>Extensive experience of developing and executing service improvement plans.</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. Thinks pro-actively and strategically.</p>

Corporate Standards	<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>
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