

JOB DESCRIPTION

**OUR VISION: 'TO BE THE LEADING HEALTH AND WELLBEING SERVICE IN
THE PROVISION OF MENTAL HEALTH AND COMMUNITY CARE'**

JOB TITLE	IT Service Desk Manager
BAND	7
RESPONSIBLE TO	Head of IT Customer Experience
ACCOUNTABLE TO	Associate Director of Business Operations
BASE	Thurrock/Colchester
HOURS OF WORK	37.5

ROLE SUMMARY

“Responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust - Responsible for delivering a compassionate, dignified and respectful service to patients at all times.”

The job role will be to manage and control the service desk and enable and empower the team to achieve their operational and business objectives whilst adhering to operational budgets. You are expected to highlight areas for potential cost savings and for increasing profitability whilst building the profile and standing of the service desk operation.

- You will be a Service Desk Manager who can demonstrate Service Desk Excellence in the provision of: -
- Previous experience as a Service Desk Manager in an IT department with experience of managing business relationships and ITIL processes.
- Strong leadership skills and have the ability to implement structure and change.
- Previous experience in the ability to motivate and manage a team effectively.
- knowledge of Windows Desktop, Active Directory, DNS, Networks and Group Policy.
- Experience in using an IT Service Management system to manage, allocate and monitor support tickets.
- The ability to interrogate data and provide statistics.
- The ability to evidence targets being met and performance targets are adhered to.
- ITIL certification at V2 or V3 is essential.
- Personal attributes: tenacious, persevering, use initiative, self-motivated, lead by example.

- Business and customer facing; empathise with users, good interpersonal skills, display active listening skills, polite telephone manner, courteous.
- Articulate and methodical, analytical, numerate and literate, work well under pressure, good time manager, good team worker, ability to multi-task.

KEY RESPONSIBILITIES - NON CLINICAL

- Manage the Service Desk Team and be responsible for the day-to-day delivery of the IT service desk function.
- Take direct responsibility for Team Leader's, advise and mentor as required.
- Liaise directly with the business to ensure that the service desk strategy is aligned to overall business objectives.
- Business awareness; display a working understanding of the trust and an appreciation of the business applications.
- manage the service desk team and instil a customer service culture that excels.
- Manage conflict and mediation both inside the team and between teams/services.
- Provide leadership to the Service Desk team from both a technical escalation points for direct reports and a management escalation point for strategic and operational decisions.
- Manage performance, ensuring agreed SLAs and KPI's are defined, met, and reported on a regular basis. Identifying Service Improvement Plans where improvement is required.
- Conduct regular service review meetings with other management and business leads.
- The post holder will be responsible for assisting the Head of IT customer Experience and to achieve the KPI's and SLA's as defined for the department.
- Produce monthly service performance reports.
- Work with internal IT teams to reduce aged calls.
- Identifying and developing any opportunities to enhance support to the business and customers.
- Design and create structured documentation that deals with complex information and manage the configuration of documentation items and files.
- Ensure that service requests are processed in line with the agreed SLA (Service Level Agreements) and escalation parameters
- Work alongside the Escalations Manager to follow up on incidents with users to ensure customer satisfaction.
- To provide leadership and support for all aspects of projects where required including but not limited to planning, reporting and internal resource management.
- To maintain relationships with interfacing business functions and other IT functions
- Involve and seek feedback from stakeholders with regards to projects, policies and service levels
- Facilitate and support the transition of new services into live support.
- To ensure that for users the IT support function is efficient, effective and adapts to changing circumstances.
- To implement service standards, developing common systems and processes

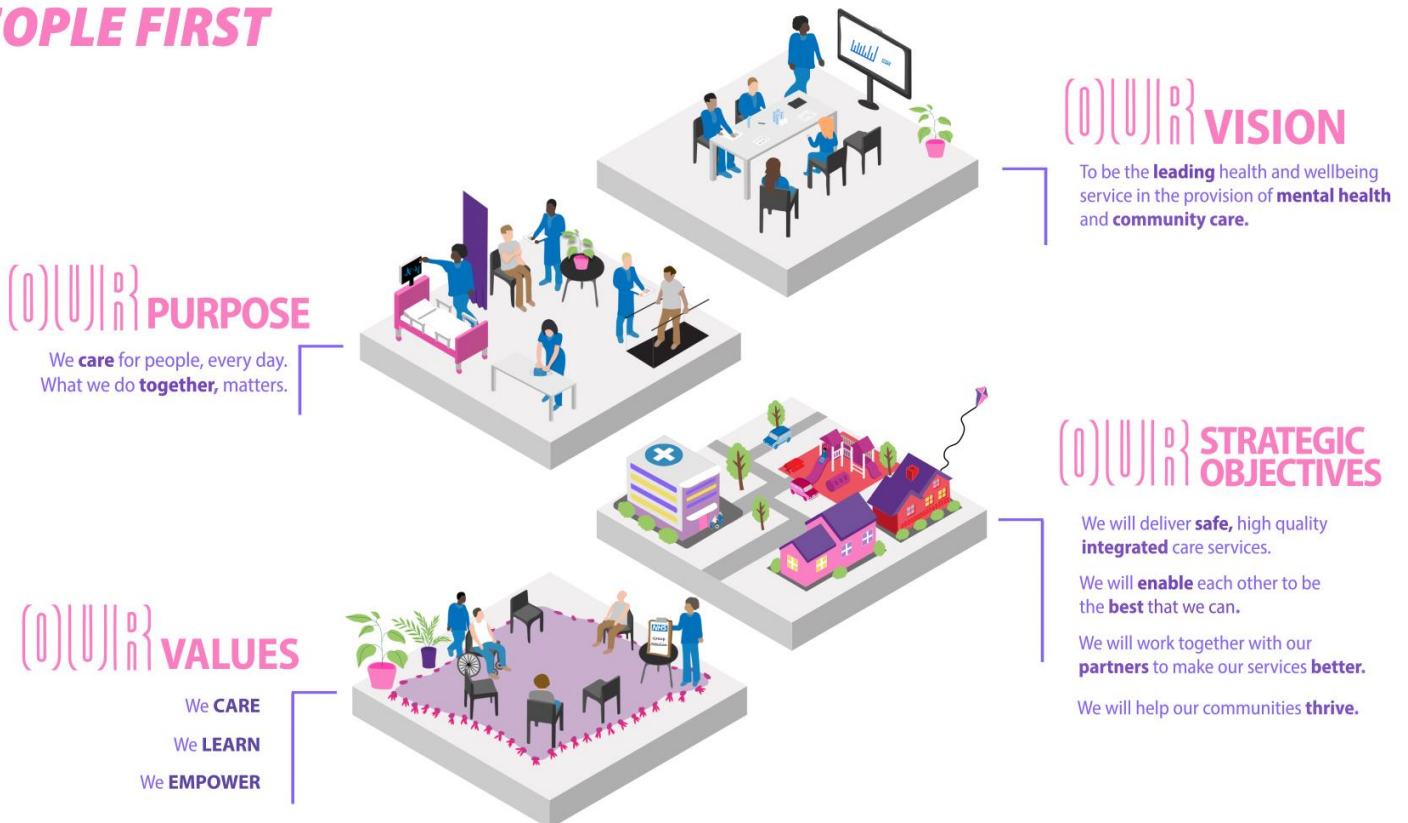
- To take responsibility for the performance management and development of the team
- Ensure processes are in place for monitoring the quality of interactions with the Service Desk to enable effective performance management and customer satisfaction.
- To act as a mentor to junior members, sharing skills, knowledge and experiences
- To define best practices and protocol in service desk development and design
- To be aware of, and to adhere to, all Trust policies and procedures.
- To plan, develop, implement, document and review procedures and processes to improve service desk function and store in an easily accessible central repository.
- To engage fully with the Major Incident and Incident Management processes
- To co-ordinate and organise, the Information Technology Team's "out-of-hours" support programme.
- To make sure that the quality and appropriateness of the IVR messages are suitable at all times.
- To maintain an up-to-date awareness of IT technologies and developments. This may involve attending seminars, training events and reading relevant journals and technical documentation.
- Ensure compliance with Health & Safety obligations within own spheres of responsibility.
- Ensure compliance with, and enforce the Information Governance legislation (e.g. Data Protection Act 1998 and the Computer Misuse Act 1998) at all times.

Notes:

- The post holder will have access to confidential data on staff and services within the Trust
- Failure to maintain confidentiality may lead to disciplinary action, which could ultimately lead to dismissal.
- You will be required to assess all risks to your systems, processes and environment and contribute towards the clinical and corporate governance agenda as appropriate.
- You will be expected to produce work to a high standard and to promote quality at all times. You will be expected to keep yourself updated on all matters relating to Trust policy. You must familiarise yourself with matters relating to Health and Safety management as they affect you personally and/or the Trust
- You will be expected to participate in the staff appraisal scheme and supervision for staff you manage.
- The above Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

OUR TRUST STRATEGIC OBJECTIVES SUPPORTED BY OUR VISION AND VALUES

PEOPLE FIRST



ASSURANCE STATEMENT

The purpose of this job description is to outline levels of responsibility and accountability of this post, to ensure that all work undertaken by our staff is identified and lines of accountability are clear.

NHS CONSTITUTION

You are responsible for ensuring that the values outlined in the NHS Constitution are adhered to daily and any matters of concern are raised with the relevant Line Manager or through the necessary processes within the Trust.

You are responsible for delivering a compassionate, dignified and respectful service to patients at all times.

DUTY OF CANDOUR

You must adhere to the principles of openness, transparency and the statutory duty of candour in your day to day work and conduct and encourage the same behaviours within the wider organisation.

EQUAL OPPORTUNITIES STATEMENT

The Trust operates an Equal Opportunities Policy and expects staff to have a commitment to equal opportunity in relation to employment, development, training and service delivery.

NO SMOKING POLICY

The Trust is committed to a policy which discourages smoking and prohibits smoking on Trust property and on Trust business outside it.

INFECTION CONTROL

The post holder is accountable and responsible for the prevention of healthcare associated infections by complying with all Infection Prevention & Control policies and procedures in line with legislation (Health Act 2006; Code of Practice for the Prevention and Control of Healthcare Associated Infections.)

HEALTH AND SAFETY

All employees must be aware of the responsibilities placed upon them under the Health and Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to provide a safe environment for employees and visitors.

GENERAL DATA PROTECTION REGULATION 2018

The General Data Protection Regulation (2018) is to ensure compliance with all Trust policies, and those procedures relevant to the area of work.

The Trust will always seek to process your personal data in accordance with its obligations and your rights.

The GDPR requires that personal data shall be;

- Processed Lawfully, fairly and in a transparent manner in relation to individuals;
- Collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purpose;
- Adequate, relevant and limited to what is necessary in relation to the purposes for which they are processed;
- Kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of

- individuals; and
- Processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate, technical or organisational measures.

All employees must adhere to the Trust's Policy on the Protection and Use of Personal Information which provides guidance on the use and disclosure of information. The Trust also has a range of policies for the use of computer equipment and computer generated information. These policies detail the employee's legal obligations and include references to current legislation. Copies of the Policy on the Protection and Use of Personal Information and other Information Technology policies are included in the Trust's Policies and Procedures Manual/Intranet.

INFORMATION ASSET OWNERS AND ADMINISTRATORS

An information asset is a service user, staff or corporate information/data, processed by us and held in an electronic or hard copy/manual format. An information asset owner (IAO) is a senior member of staff who is the nominated owner for one or more identified information assets within the service/Trust. If you are a nominated IAO you will understand and monitor the following;

- What information assets are held and for what purpose within your team
- How information is created, amended or added to over time
- Who has access to information and why
- Understand and address the risk to the asset, providing assurance to the senior information risk owner in the overall information risk management function
- As an Information Asset Administrator you will ensure you fulfil the following responsibilities
- Ensure that policies and procedures are followed
- Recognise actual or potential security incidents, consulting with IAO's on incidents and management
- Ensuring that information asset registers are accurate and up to date.

CONFIDENTIALITY

Your attention is drawn to the confidential nature of information collected and used throughout the NHS. The unauthorised use or disclosure of patient, staff or other personal information is a dismissible offence. The unauthorised disclosure of information could also result in a prosecution for an offence, or action for civil damages, under the General Data Protection Regulation.

You are required to observe the strictest confidence regarding any Confidential Information relating to work of the Trust, its patients/clients and its employees.

"Confidential Information" includes but is not limited to information relating to the Trust

received by you in the course of your employment with the Trust or its predecessors, information relating to patients, personnel information, budgeting and financial information and information in respect of which the Trust owes a duty of confidentiality to a third party.

You are required not to disclose any Confidential Information either during or after your employment with the Trust, unless expressly authorised to do so by the Trust or required in the proper performance of your duties or as required by law.

This obligation will cease only when such information comes into the public domain other than through unauthorised disclosure by you.

Failure to comply with these requirements could result in action being taken under the Trust's Conduct/Disciplinary Policy and Procedure.

This obligation is without prejudice to the law concerning protected disclosures in the Public Interest Disclosure Act 1998 (the so-called "Whistleblowers Act").

RISK MANAGEMENT

All staff working in, or for the Trust have a responsibility for participating in the risk management programme. All post-holders have a responsibility to assess all risks to systems, processes and environment and contribute to the clinical and corporate governance agendas as appropriate.

SAFEGUARDING DUTY

"It is the responsibility of the post holder to be aware of and follow the legislation and guidance regarding Safeguarding Children and Adults as stated in the Trust Safeguarding Policy and the Southend, Essex and Thurrock (SET) Child Protection Guidance. This applies to all staff regardless of which member of the family is the primary client. The post holder is responsible for ensuring they receive the appropriate level of Safeguarding Children training according to their role".

INFORMATION TECHNOLOGY

It is the responsibility of the post holder to have a level of IT competence relevant to their job role and will be expected to continue to keep their skills up to date as part of their Continuing Professional Development.

CHANGES TO THIS JOB DESCRIPTION

Post holders have a responsibility to discuss any significant job changes with their line manager at the time the change occurs and agree any permanent substantial change.

On appointment within the Trust staff may be allocated to a specific area of care. It is however Trust policy to allocate staff to other areas of work within the Trust from time to time where this is in the interest of the individual and / or the service.

The Job Description does not purport to be an exhaustive list of duties and responsibilities. The post holder will be expected to undertake additional duties as the requirements of the post change.

Date post holder in receipt of job description

Signature of post holder

Signature of line manager