

PERSON SPECIFICATION

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

JOB TITLE: Service Desk Manager

DEPARTMENT: IT

Criteria for Selection	Essential	Desirable	Measurement Application Form - AF Interview - IN Assessment – AS
Education/Qualifications <ul style="list-style-type: none">• Good general education• (5 GCSEs or equivalent, including maths / ICT) or equivalent experience• Evidence of recent personal development or learning.• Educated to degree level, or equivalent Experience.• ITIL Qualification Foundation level or above• Service Desk Qualification, or minimum 3 years equivalent experience.	✓ ✓ ✓ ✓ ✓ ✓		AF
Knowledge <ul style="list-style-type: none">• Knowledge of delivering services in an ITIL v3/v4 service environment Knowledge.• Expert Knowledge of Service Desk standards and principles• High awareness of Customer Care - the Service Desk is a high profile function and is the users' first point of contact• Working knowledge of Microsoft Office suite of products• ITIL principles and procedures	✓ ✓ ✓ ✓ ✓		AF/IN
Skills/experience <ul style="list-style-type: none">• Experience of managing a Service Desk function within a large and complex organisation.	✓		AF/IN

<ul style="list-style-type: none"> • Excellent inter-personal skills: diplomatic and able to inspire users and team confidence. • Experience in producing performance reports for senior management • Ability to work well under pressure and at a high work rate. • Demonstrable contribution to the delivery of successful projects • Experience of operating systems and back end software, specifically Active Directory • Project management • Experience of staff supervision and appraisals • Experience in continual service improvement of the Service Desk function • Implementing change within the Service Desk function and wider organisation • Undertaking internal and external service review meetings 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		
Personal Qualities <ul style="list-style-type: none"> • The ability to communicate effectively with both technical and non-technical users. • Customer-service orientated. • Ability to establish and maintain effective working relationships with other colleagues • Ability to coach team members and provide necessary training to improve skillsets. • Determined, driven & decisive • Able to respond to ever changing requirements and demands • Ability to gain commitment and support of peers. • The ability to drive and adopt change 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ 		AF/IN

<ul style="list-style-type: none"> • Negotiation, influencing and persuading skills. • Responsive to change and ideas; adaptable and flexible working pattern. • Ability to deal confidently with third party suppliers and build effective working relationships. 	✓		
Additional Qualities <ul style="list-style-type: none"> • Flexibility is essential as taking part in On Call out of hours rota is necessary to support the needs of the business. • Must be a car owner with full UK driving licence as travel will be required. • Passion for engaging with team members and encouraging a positive working environment 	✓		AF