**ROLE PROFILE**

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| **Role Title:** | | Senior Service Desk Advisor | **Leadership level:** | *To be determined at later phase* |
| **Post reference:** | | YI214 / 20695 | **Job family:** | *To be determined at later phase* |
| **Grade:** | | F | **Location:** | Middle Engine Lane (MEL) |
| **Allowances:** | | Casual car allowance | **Politically restricted post:** | No |
| **Area command / Department:** | | Digital Policing Department  Service Delivery | **Vetting level:** | RV - Recruitment Vetting |
| **Reporting to:** | | ICT Service Manager | **Date accepted as a role profile:** |  |
| **Posts responsible for:** | | Service Desk Advisor | | |
| **Part A – Job Description** | | | | |
| **Overall purpose of the role:** | | | | |
| Coordinating the day to day activities of the Service Desk, ensuring that end users receive a high standard of service to maximise their use of technology. Drive and coordinate the prompt and effective Root Cause Analysis (RCA) and resolution of Incidents across Digital Policing.  Proactively monitoring Service Level Agreements (SLA) and escalating where required to prevent breaches, with the overall aim of providing an outstanding service to the organisation. | | | | |
| **Key responsibilities of the role:** | | | | |
| **1** | Coordinate the Service Desk function ensuring that the incident process is followed, that an incident owner is established within DP, as well as a single point of contact within the impacted business areas. Ensure effective communication channels are established and fully utilised, keeping the users up to date. | | | |
| **2** | Coordinate escalations in line with the Incident Management policy, providing DP Managers and Senior Management the required information and briefing to support the prompt and effective response. | | | |
| **3** | Support Service Desk staff in the provision of first-line support on the investigation of symptoms of faults, liaising with DP staff and external suppliers, referring to appropriate procedures, operating and user manuals to provide resolution. | | | |
| **4** | Undertake Performance Development Reviews, reviewing performance, identifying goals and objectives and identifying training, development and welfare needs in order to improve the quality of the service and to contribute to the development of the individual. | | | |
| **5** | Liaise with DP Teams to ensure the Service Desk have a comprehensive understanding of DP services (both new and existing). | | | |
| **6** | Utilise tools to rectify faults, provide advice, guidance and backup facilities to users and provide advice on the installation and relocation of equipment and software issues in order to maintain operational availability. | | | |
| **7** | Maintain, produce and update the Service Desk Knowledge Database in order to assist in the provision of an efficient service in the rectification of faults. | | | |
| **8** | Monitor performance of hardware, communications links, software and environmental conditions and initiate appropriate corrective action as required. Be aware of the operation of first line maintenance requirements of IT related systems installed within the force in line with the current Service Level Agreements. | | | |
| **9** | Monitor, drive and coordinate the prompt and effective Root Cause Analysis (RCA) of Incidents and Problems across Digital Policing, supporting colleagues and Team Leaders where appropriate using the most appropriate method for the situation. | | | |
| **10** | Analyse and prioritise multiple complex issues concurrently, with an active focus on operational priorities, whilst proactively monitoring Service Level Agreements (SLA). | | | |
| **11** | Perform quality assurance monitoring across Incident and Problem Management, ensuring records are created and resolved to the required standards, supporting the ability for proactive trend analysis. Where issues are identified perform analysis to identify to root cause and suitable options for improvement. | | | |
| **12** | Coordinate daily, weekly, monthly and annual reporting across Service Management, preparing reports and performing analysis in support of proactive trend identification. | | | |
| **Part B – Scope of contacts** | | | | |
| **Internal / External relationships:** | | | | |
| **Internal:** Service Desk Team, Digital Policing colleagues, business stakeholders.  **External:** 3rd party suppliers and vendors. | | | | |

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| **Part C – Competencies and Values** |
| **Northumbria competencies and values framework (NCVF)** |
| *Level – tbc* |

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| **Part D – Continuous Professional Development (CPD) role 6 months** *To be determined* | |
| **First 6 months** | |
| 1 |  |
| 2 |  |
| 3 |  |
| 4 |  |
| **12 months and beyond** | |
| 5 |  |
| 6 |  |
| 7 |  |
| 8 |  |

**Part E - PERSON SPECIFICATION**

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| **Criteria** | **Essential** | **Desirable** | **How to be assessed** |
| Qualifications, knowledge and experience | Previous experience of providing 1st/2nd line support.  Previous experience working in a customer service environment.  Awareness of and exposure to ITIL Service Management practices.  A solid understanding of the Windows operating system, Microsoft Office applications, and other desktop and web applications. | An understanding of ITIL Service Management principles.  ITIL certification.  Professional membership (BCS, SDI, Institute of Customer Service). | Application/interview/  CPD |
| Planning and organising | An ability to proactively assess priorities and effectively manage them in line with organisational priorities and Service Level Agreements (SLAs).  Experience of managing own workload, with the ability to manage multiple activities. |  | Application/interview/  CPD |
| Problem solving and initiative | The ability to quickly understand new hardware and software applications, utilising your excellent problem-solving skills to resolve Incidents.  Demonstrable enthusiastic and outgoing approach to customer service, service management and problem solving.  Ability to analyse reports and data to identify trends and areas for improvement. |  | Application/interview/  CPD |
| Management and teamwork | A passion for developing others by identifying areas for improvements, and facilitating relevant training and CPD.  Experience of managing a team of agile customer service/technical workers. |  | Application/interview/  CPD |
| Communicating and influencing | Day to day focus on activities that will provide exceptional customer service, in supporting end users in their use of technology.  An ability to proactively build, develop and maintain relationships with internal and external stakeholders, using your excellent communication skills. |  | Application/interview/  CPD |
| Other skills and behaviours | Demonstrates a versatile attitude with the ability to adapt quickly to change.  The ability to act with professionalism, confidentiality and integrity when dealing with complex and sensitive matters. |  | Application/interview/  CPD |