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| Service and job specific context statement | |
| **Directorate:** | Central Services |
| **Service:** | Technology and Change |
| **Post title:** | Service Desk Team Leader |
| **Grade:** | J |
| **Responsible to:** | Customer Service Manager |
| **Staff managed:** | Manage a team of specialist professionals |
| **Date of issue:** | June 2020 |
| **Job family:** | **P&T - Professional & Technical** |

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| Job context |
| This post is based within Technology and Change; this service provides ICT, digital, change management and customer services which enable the organisation and its partners to achieve their outcomes and continually improve the services we deliver to the people of North Yorkshire. The current user base includes approximately 6500 NYCC staff and 612,000 citizens of North Yorkshire.  T&C support the council to better manage demand and customer experience through effective channel management and customer responsive service design, including increasing the availability and use of digital channels. The council is committed to ensuring modern working environments and flexible workspaces. T&C play a key role in maximising the effective use of digital office technologies, productivity software, digital communications, including collaborative technologies, and digital information systems.  The customer service centre provides a single “corporate front door” giving internal, external, corporate and commercial customers the ability to access services.  The customer service centre has a number of teams offering complex services across a number of customer contact channels. The aim of the customer service centre is to deliver services across all contact channels to support customers with more complex needs while promoting NYCC’s on-line services aimed at reducing demand for simple enquiries.  The Service Desk operates under the ITIL best practice framework and is measured against the ISO/IEC 20000 standard for Service Management. The role is responsible for ensuring the Service Desk meets agreed service levels for the function and warranting the quality and compliance of the service within the Customer Service Centre quality framework.  The Service Desk Team Leader will support the Customer Service Manager to foster a culture of professionalism, performance and quality management within the Customer Service Teams focused on putting the customer at the heart of everything we do. Leading by example and providing a clear direction on what good looks like in service delivery, behaviour, performance and customer focus to all team members  This role will have day to day line management responsibility for a team of Service Desk Analysts. The Service Desk is the central point of contact between service providers and users/customers on a day-to-day basis. It is also a focal point for reporting *incidents* (disruptions or potential disruptions in service availability or quality) and for users making *service requests* (routine requests for services or assistance).  The Service Desk also works in partnership with the internal T&C teams; Service and Product Owners, T&C Commercial Services as well as external 3rd party suppliers.  The post will be based in the Customer Service Centre.  Willingness to work as part of a rota. Weekly hours will be worked on a rota basis in accordance with the needs of the service. |

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| Structure |

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| Job purpose | **The focus of this post is to manage a team of Service Desk Analysts in the Customer Service Centre; supporting and developing them to deliver a quality, ITIL best practice, aligned function to the agreed service levels.**  **The post holder will do this using performance, quality and best practice frameworks as directed by the Customer Service Manager to continually evaluate analysts’ performance and implement skill development and quality coaching to ensure standards are consistently attained by all analysts in their team.** |
| Operational management | * Day to day management, coaching, development and performance management of Service Desk Analysts. Responsible for maintaining a culture committed to professionalism, performance and quality management within the Customer Service Teams focused on putting the customer at the heart of everything we do. * Support analysts to manage user/customer contacts to the highest standards through all contact channels. * To be fully proficient with the quality and compliance frameworks associated with each of the services delivered through the service desk team. * Track and report quality and compliance across individuals in their team * Assist with the ongoing implementation and embedding of new services through quality management and skill evaluation of analyst in their team * Support the organisation’s strategy to move contacts on-line by ensuring all team members understand the services available on-line and actively promote services to users/customers where appropriate. * Ensure all services are undertaken in accordance with any current legislation, service-based policies and procedures as directed by the service area or the Customer Service Manager. * To support the Customer Channel Demand Managers to continually improve services by sharing any barriers for users/customers in accessing services which may be identified through the quality and compliance evaluation of contacts. * Investigate any customer complaint made against an analyst behaviour or quality of delivery of a service. * Verify technical and formatting detail of knowledgebase entries within the Service Management system. * Identify How Do I’s and Incidents raised and ensure an appropriate knowledgebase article is published. * Identify, analyse, implement and communicate service and process improvement initiatives from service metrics and root cause analysis. * Continually review incident and request management processes to improve the efficiency and effectiveness of the service and improve the customer experience. * Keep up to date and maintain expert user status with all new standard hardware and software deployed to service users in order to ensure an efficient and relevant service is provided. * Make certain all analysts attain expert user status for all standard hardware and software deployed to service users. * To support the Customer Service Manager to deliver change by being adaptable and capable of working in a range of situations, to be positive about change and future focussed, seeking continuous improvement to customer satisfaction levels across all agent assist channels and services. * To be aware of and adhere to the Council’s Corporate Customer Service Standards |
| Communications | * Engage all team members in regular team meetings and one to ones to communicate improvement to services, introduction of new services, individual, team and centre performance and any customer service centre and corporate messages as required in line with the customer service centre communication strategy * To promote a positive and professional environment in the customer service centre to staff, internal, external, corporate and commercial customers * Support the Customer Service Manager to embed a culture of trust and empowerment, encouraging innovation and team work. * Ensure confidentiality is maintained throughout all aspects of the operational function. * Promote a positive and professional image of the Customer Service Centre at all time. |
| Partnership / corporate working | * Work with operational staff and external agencies in order to ensure that enquiries for access to customer information contained in corporate and commercial databases are dealt with in line with statutory responsibilities and within the Council’s procedural requirements. * Provide support and guidance to partner agencies where required to access information, advice and services. |
| Resource management | * Responsible for recruitment, induction, training, appraisal and one to ones for all analysts. * Promote a working environment which maximises the contribution made by all staff in achieving service objectives. * Willingness to work as part of a rota. Weekly hours will be worked on a rota basis in accordance with the needs of the service. * To undertake learning and development in line with role requirements. * Support implementation of the customer service centre’s workforce development plan |
| Systems and information | * Ensure all processes and procedures meet the agreed ITIL Practices and ISO/IEC 20000 policy standards in Service Management. * Be adept in all key systems in use at the customer service centre to monitor quality, compliance and performance. * Learn new systems and services, as required, and to share knowledge with the wider team. * Use systems appropriately to monitor adherence, quality compliance and customer satisfaction levels. * Ensure the safe keeping of customer documents and any monies received in the course of official duties. * Use corporate systems to track the performance, development and attendance of team members. * Assist the senior management team in identifying business opportunities to develop and enhance the service to the customers * Identifying continual service improvement initiatives to provide a better service to T&C’s customers. * Support the maintenance and continual development of the customer service centre knowledge base ensuring all information is continually up to date, easy to access and navigate for the whole team contributing to the improvement of the customer experience improving first point of contact success. |
| Strategic management | * Make recommendations to the Customer Service Manager and the Customer Demand Channel Managers on changes to process or protocol to drive performance improvement and customer experience * Support the Customer Service Manager, and take a positive role in delivering agreed changes. |

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| Person Specification | |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge   * Knowledge of contact centre operations. * Knowledge of ITIL best practice in IT Service Management. * An understanding of Data Protection Legislation. * Knowledge of leadership tools and techniques to manage performance in a contact centre environment. | * Knowledge and understanding of specific Health and Safety issues in a contact centre environment. * Awareness of the range of County Council services. * Knowledge of the change management * Knowledge of ISO/IEC 20000 Standard in Service Management |
| Experience   * Experience of operational team management in a multi skilled contact centre environment or ITIL Service Desk function. * Experience of dealing with complex enquiries in a customer services environment. * Experience of dealing with complaints and difficult enquiries. * Experience of basic IT packages (e.g. Microsoft Office packages) * Experience of dealing with vulnerable and/or distressed customers. | * Experience of direct line management in a contact centre or Service Desk environment * Experience of using telephone call-handling systems and call management systems. * Experience of working in a large and complex organisation. * Experience of a broad range of local government services. |
| Occupational Skills   * Change management * Ability to prioritise and work to deadlines. * An understanding and commitment to service delivery and customer care * Good interpersonal skills. * Ability to assess and analyse staff performance. * Ability to lead a team and work as part of a team. * Ability to communicate effectively with a wide range of people. * Ability to be self-motivated * The ability to converse at ease with customers and provide advice |  |
| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role   * A good level of ICT, numeracy and literacy skills * ITIL Foundation Certificate in Service Management | * Level 2 qualification in numeracy and literacy * Customer Service NVQ Level 3 or appropriate equivalent qualification * Project management |
| Other Requirements   * Ability to travel across the County * Ability to work flexibly in line with customer demand |  |
| Behaviours | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.  
Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.