ROLE DESCRIPTION

Job Title	IT Service Centre Team Leader
Salary Band	SCP 41 - 43
Reporting to	IT Service & Operations Manager
Directorate	Resources
Service Area and sub area	Digital Services
Political Restriction	N/A
Contract	Permanent

1. Primary Purpose of the Post

- BUILD RELATIONSHIPS: To build relationships with our IT users and represent their concerns and requirements to IT colleagues when required.

- OWN: To own and take responsibility for incidents and service requests throughout their lifecycle including when they are escalated to colleagues outside of the IT Service Desk or assigned to third parties.

- LEAD: To lead a team that is focused on ensuring success for IT users at LCRCA.

- DELIVERY: To deliver success to IT users.

- ENSURE: To ensure appropriate standards, procedures and levels of compliance are adhered to.

- VOICE: To be a single point of contact to customers in terms of communications relating to incidents including Major Incidents.

- CONTRIBUTE: To be a contributing member of the wider IT Leadership Team at LCRCA..

- WORK with the IT Governance and Compliance team to promote understanding and observance of best practice in delivery of digital services

2. Your responsibilities

BUILD RELATIONSHIPS

- Reach out to colleagues in the business and seek to engage with teams outside IT to understand their concerns and needs.
- Respond to colleagues in the business when they raise issues regarding IT support – ensuring there is a feedback loop.
- Be the face of Digital Services and be a "go-to" person for colleagues who need signposting to appropriate ways of accessing IT assistance.
- Engage with customers both qualitative and quantitively with face-to-face engagement and digital engagement such as online surveys and feedback forms.

OWN

- Implement monitoring of incidents and service requests to ensure that meaningful progress to resolution is being achieved.
- Monitor the progress of incidents and service requests that have been escalated and ensure that they are documented in a way that they can avoid being escalated in the future.
- Ensure IT users are kept informed of progress.
- Ensure timely escalation to 3rd line or 3rd party resources.

LEAD
- Transition activities required to transform the service from a traditional Service Desk to a Digital Service Centre
- Direct and co-ordinate IT Service Centre Officers carrying out their day-to-day activities.
- Produce and analyse service performance data.
- Assist with creating service improvement plans.
- Quality assures the response to incidents to ensure required incident/service request performance.
- Review, test and approve or reject standard operating procedures and documented knowledge articles produced by the team.
- Provide knowledge content feedback to authors.
- Provide day to day support and motivation of team.
- To set performance targets
- Drive team forward to achieve performance targets.

DELIVERY
- Ensure we achieve targets set by the business in our Service Level Agreements.
- Build on the automation and self service elements of our IT offering so our IT users can access such services 24/7.
- Work towards delivering a service centre that provides 80% of first point of contact resolution (FPCR) for end users.

VOICE
- Ensure the IT Service Centre is the face and voice of IT by being the single point of access and delivery of messages.
- Communicate issues to IT users and keep them updated for all incidents.
- Represent IT users.

CONTRIBUTE

- Contribute actively and positively to the wider IT team.
- Represent the IT Service Centre and IT users as part of the wider IT Leadership Team.

3.	General Corporate Responsibilities

- To contribute towards achieving corporate efficiency targets and initiatives.
- To ensure the Combined Authority's commitment to equal opportunities is demonstrated through promoting non-discriminatory practices in all aspects of work undertaken.
- Ensure all work complies with statutory requirements and with the Constitution of the LCRCA, including Standing Orders and Financial Regulations of the Combined Authority.
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice, and the Combined Authority's safety plan.
- Responsible for the recruitment (in accordance with policy and procedures and ongoing line management for several direct reports.
- Direct team to identify training and development needs, complete direct reports appraisals and then, with individual staff members, arrange for identified needs to be met to enhance the skills and knowledge available.
- Address performance, attendance and mandatory training compliance following expected processes and policy.
- Ensures own professional knowledge is regularly updated and keep abreast of relevant high-level developments and innovation in all areas of Digital and IT. Keeps up to date with Local Government publications using experience and in-depth knowledge of IT.
- Creates an environment that invites discussion and the freedom to speak up.

- Sets standards with staff and hold staff to account for delivery of quality work.
- Communicate and engage regularly with employees, conduct 1:1 and performance reviews in accordance with HR policy & procedure.
- Able to demonstrate a commitment to and understanding of the importance of treating all individuals with dignity and respect appropriate to their individual needs.
- Able to absorb and deal constructively with criticism and seek support as necessary.
- Participate in an on call out of hours support rota if required.
- This job description is not intended to be prescriptive or exhaustive and is issued as a framework to outline the main areas of responsibility at the time of writing.

PERSON SPECIFICATION

Job Title: IT Service Centre Team Leader

Criteria		
Qualifications and Training	**E = Essential D = Desirable**	**Identified By**
Hold or be working towards an industry standard qualification in Customer Service or Service Desk Management e.g., Level 3 Diploma In Customer Service/SDI Service Desk Manager or have equivalent knowledge gained from experience working in a Service Desk or customer focused environment.	E	A,I,P
ITIL v3/4 Foundation.	D	A
Evidence of relevant continued professional development.	D	A

Experience and knowledge	**E = Essential D = Desirable**	**Identified By**
Considerable hands-on experience leading in a customer focused environment such as a Service Desk or Call Centre.	E	A
Experience of working with third parties to resolve issues.	D	A,I
Basic understanding of LAN/WAN Networking, Security and IT Fundamentals.	E	A,I
Experience of IT Service Management processes.	E	A,I

Skills and abilities	**E = Essential D = Desirable**	**Identified By**
Excellent Interpersonal skills.	E	A,I,AC
Ability to work on own initiative.	E	I
Ability to prioritise workload.	E	I
Ability to analyse data and produce reports.	E	I
Ability to work to conflicting deadlines.	E	I
Ability to lead a busy team.	D	I
Demonstratable can-do attitude.	E	I

Personal Attributes	**E = Essential D = Desirable**	**Identified By**
Determination to deliver.	E	I
Committed to helping all areas of the LCRCA to deliver their service plans which underpin the pledges made by the Metro Mayor to the residents of the Liverpool City Region.	E	I

Core Behavioural Competencies	E = Essential D = Desirable	Identified By
Willingness to work flexibly as and when required.	**E**	**I**
Ability to work effectively and efficiently from home and in the office.	**E**	**I**
Flexible approach to workload and working pattern when required.	**E**	**I**

Key to Assessment Methods:

KO – Knockout question	A - Application	P – Presentation	T - Test
FQ – Filter Question	I – Interview	E – Exercise	AC – Assessment