

Service Desk and Reporting Team Leader in IT Services (Directorate of Infrastructure)



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Brief summary of the role

Role title:	Service Desk and Reporting Team Leader
Grade:	7
Vacancy reference:	
Faculty or Directorate:	Directorate of Infrastructure
Service or Department:	IT Services
Location:	On campus
Reports to:	Service Desk Manager
Responsible for:	Technical Service Desk Analysts
Work pattern:	Typical hours: 36.25 hours per week, Monday to Friday
Specific notable requirements for the role:	Excellent analytical and trend analysis skills, and experience of developing continuous service improvement initiatives
Possible adjustments:	We are open to any request for adjustments to support your needs around working hours flexibility, training, and mentoring, which would enable you to succeed in this role

Main purpose of the role

- Responsible for overall IT Service reporting across all University IT teams through ServiceNow and other sources of data / information as appropriate. Through analysis of reporting and in-depth knowledge of ITIL processes the role will be exploring and developing continuous improvement opportunities.
- The co-management of the IT Service Desk function, acting as point of contact to support IT Services users reporting issues, requesting information, access, or other services.

Main duties and responsibilities

Note: The list below may vary to include other reasonable requests (as directed by University management) which do not change the general character of the job or the level of responsibility entailed.

1. Provide professional leadership and line management of the frontline Technical Service Desk team, ensuring staff receive regular performance reviews, guidance on objectives and development opportunities to ensure that they adhere to, and exceed best practice in professional areas and establish working arrangements which encourage individuals to develop to their full potential.
2. Manage the IT Bar service, ensuring the highest level of service is provided at all times.
3. Collaborate with other areas of IT Services and contribute to service wide meetings and working groups to enhance services and facilities.
4. Work as part of the IT Service Delivery Management team.
5. Monitor the IT Service Desk function and collect data to analyse the performance and highlight areas for improvement.
6. Be the first escalation point for all incident queries and issues, applying IT Services departmental standards to resolve or escalate issues raised, and ensuring reporting and analysis are carried out to allow for timely actions.
7. Prepare dashboards for governance meetings.
8. Drive innovation across IT Services teams, challenging existing work practices and assumptions.

9. Drive operational quality and improved performance, seeking continuous improvements and suggesting new initiatives.
10. Consolidating all management information from within IT Services to create an end-to-end view of process and IT service performance.
11. Work closely with the Service Desk team to ensure that the Service Desk meets the needs of its users.
12. Support the continuous improvement of Service Desk performance by driving improvement activities to reduce tickets and provide better end user experience.
13. Use initiative and judgement in responding to situations, using University policies and protocols.
14. Receive and make timely response to complaints and compliments.
15. Plan and prioritise the workload of the Technical Service Desk analysts.
16. Provide cover for other roles within the Service Desk team, when needed.

Role holder: essential and desirable attributes

Qualifications

Essential	<ul style="list-style-type: none"> • 5 GCSEs (Grade A-C) including English Language and Maths, or equivalent work experience • ITIL v3 Foundation (for internal candidates, equivalent, appropriate experience will be considered)
Desirable	<ul style="list-style-type: none"> • A degree or experience to an equivalent level

Experience, skills, and knowledge

Essential	<ul style="list-style-type: none"> • Experience of leading an IT Services Desk team operating within an ITIL operational framework • Knowledge of end user computing services including Office 365 / Microsoft 365, application packaging, user environment, VDI and BYOD • Excellent written, oral and communication skills • Experience of creating and maintaining all types of documentation, applicable to role and in line with IT governance and practice • Knowledge of and compliance with IT security and standards
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	<ul style="list-style-type: none"> • Proven experience working as part of a team to deliver high quality services
Desirable	<ul style="list-style-type: none"> • Knowledge of Snow software asset management • Experience of purchasing software licences with a Higher Education environment

Personal attributes

Essential	<ul style="list-style-type: none"> • Ability to lead a small team, both by process and example • Ability to solve logical problems, with experience of infrastructure and systems issues • Self-motivated, with the ability to organize, prioritize and monitor own work to meet deadlines whilst maintaining standards
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Information about the University of Bradford

Values

We will be an organisation that embodies our values in everything we do. These values are:

- **Excellence** is at the heart of everything we do.
- **Trust** is the foundation of our relationships, underpinned by integrity in everything we do.
- We give invention light and celebrate creativity and **innovation**.
- **Inclusion** - diversity is a source of strength and must be understood, valued, supported, and leveraged.

Embedding these values across the University will shape our culture and drive our performance.

It is the responsibility of every employee to uphold the University values.

Equality, Diversity, and Inclusion (EDI)

The University of Bradford is widely recognised as an Equality, Diversity, and Inclusion (EDI) leading institution.

Our EDI vision is to bring about, and be recognised as an exemplar of transformational diversity, inclusion, and social mobility and emphasise the critical role of leadership in embedding intersectional EDI in order to make our diversity count and deliver impact.

It is the responsibility of every employee to act in ways that support equality, diversity, and inclusivity and to work within the spirit and detail of the law, including the Equality Act 2010 and the Human Rights Act 1998.

The University provides a range of services and employment opportunities for a diverse population. Employees will treat all students and colleagues with dignity and respect irrespective of their background.

Employees are responsible for ensuring the University develops a culture that promotes equality, values diversity, and supports inclusivity. This responsibility includes services and functions the University provides and commissions, to students, colleagues, partners in other organisations, visitors, and members of the public.

Training

Employees must complete any training that is identified as mandatory to their role. Training should be accessed locally by agreement with line managers and through the University's People and Organisational Development Service.

Mandatory training must be completed on commencement of the role, without delay.

Health, safety, and wellbeing

Health and Safety is a partnership between employee and employer each having responsibilities, as such all employees of the University have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. It is also the responsibility of all employees, that they fulfil a proactive role towards the management of risk in all of their actions. This entails the risk assessment of all situations, the taking of appropriate actions and reporting of all incidents, near misses and hazards.

All employees have a duty to report any practice that you consider compromises standards of health and safety and risk. The Code of Practice on Public Interest Disclosure (Whistleblowing) details the process and advises on the protection from unfair treatment for an individual who raises such concerns.

Employees are required to co-operate with management to enable the University to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the University's undertakings.

Managers should note they have a duty of care towards any staff they manage; academic staff also have a duty of care towards students. As part of this you will need to ensure you are familiar with any relevant Health and Safety policies and procedures; seeking advice from the Central University Health and Safety team as appropriate.

Information governance

Employees have a responsibility for the information and records (including student, health, financial and administrative records) that are gathered or used as part of their work undertaken for the University. This may be in paper, electronic, or other formats.

An employee must consult their manager if they have any doubts about the appropriate handling of the information and records with which they work.

This means that employees are required to uphold the confidentiality of all data, information and records and to ensure they are recorded to appropriate data standards and

to the relevant electronic system or manual filing system in order to maintain their accessibility and integrity.

To support these requirements all employees must adhere to data protection legislation and the University's policies and procedures in relation to information governance and information security at all times.

Additionally, employees will be required, when and where appropriate to the role, to comply with the processing of requests under the Freedom of Information Act 2000.

All employees will be given the necessary training to enable them to adhere to these requirements.

Criminal record disclosures and working with vulnerable groups

Depending on the defined nature of your work and specialist area of expertise, your role may be exempt from the provisions normally afforded to individuals under the Rehabilitation of Offenders Act 1974. In these circumstances, the University may obtain a standard or enhanced disclosure through the Disclosure and Barring Service (DBS) under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended) and, in certain circumstances, the Police Act 1997.

Suitable applicants will not be refused positions because of criminal record information or other information declared, where it has no bearing on the role (for which you are applying) and no risks have been identified against the duties you would be expected to perform as part of that role.

During the course of your employment, you must notify your line manager if you are charged with a criminal offence (excluding motoring fixed-penalty convictions). Failure to notify the University of a criminal conviction could lead to withdrawal of a job offer where employment has not commenced, or disciplinary action for employees in post. All employees of the University who have contact with children, vulnerable adults, service users and their families must familiarise themselves, be aware of their responsibilities and adhere to the University's policy and procedures and the Safeguarding Vulnerable Groups Act 2006. Where appropriate, employees will be given the necessary training to enable them to adhere to these requirements.

University policies and procedures

The University operates a range of policies, procedures and formal guidance (available on the University intranet and ServiceNow). All employees must observe and adhere to the provisions outlined in these documents.