HM Courts and Tribunals Service

Directorate: **Digital Technology Services (DTS)**

Pay Band: **SEO**

Job Title: **Service Desk Manager**

Location: **National**
Successful applicants will be expected to be office based 3 days per week in any HMCTS Office (subject to business availability).

Term: **Permanent**

Interview: **Video conference via Teams**

Important salary details:
New recruits to the Civil Service joining MoJ are expected to join at the band minimum. Existing Civil Servants applying on promotion, will usually be appointed on the salary minimum of the new pay band, or receive an increase of 10 percent on the current base salary, whichever is higher. (This is restricted to the pay maximum of the new band).

GDD:
[Government Digital and Data (GDD)](#) Profession Capability Framework and [Success Profiles](#) Frameworks. Using GDD we will then determine if you will be paid an additional allowance, on top of your basic salary. This role is within the IT Operations Job Family, is a Service Desk Manager role at Service Desk Manager level.

Reserve List:
HMCTS run a Reserve List, where candidates who are unsuccessful at interview by only a few points, can be offered other roles, at the same band, for up to 12 months. You will be able to view your status via the application screen. If you have been added to the Reserve List, your status will show either Merit or Reserve list.

Introduction:
These are exciting times at HM Court and Tribunals Service (HMCTS). As an agency of the MoJ, we support the judiciary across England and Wales to deliver justice by running courts and tribunals and processing outcomes, and we are looking for talented people to help us achieve our ambitions. It will be challenging, important and rewarding.
HMCTS Digital and Technology Services (DTS) is a specialist technology directorate which provides support to HMCTS in the use of IT and Digital.

DTS is committed to being a great place to work and part of our offer is brilliant training opportunities and support from expert colleagues. As well as that you'll find flexible working, an inclusive culture and a place where your opinion is valued.

Please follow the link below for further information about HMCTS.

www.gov.uk/government/organisations/hm-courts-and-tribunals-service

Job Description:

The Service Desk Manager role within HMCTS Digital and Technology Services (DTS) involves management and leadership responsibilities, providing essential services to our users as part of the Live Operations team. The post holder will have the opportunity to contribute to building and implementing the new digital operating model for HMCTS, at the heart of the future organisation.

The Service Desk Manager is responsible for the operation, support, maintenance and improvement of the DTS Service Desk (1LS) team. This includes ensuring SLAs are continually achieved, and that support is provided by 1LS team for all current and new HMCTS Digital products.

The role reports to the Service Support Lead and will have line management responsibility within the Live Operations team of the Senior Service Desk Analysts (SSDAs) and the Knowledge Manager, as well as indirect line management of the wider DTS Service Desk Team, who will work together to share expertise and provide cover.

The DTS Service Desk teams operating hours are 0800 – 1800 Monday – Friday (excluding bank holidays) and 0800 – 1400 Saturday.

There will be a requirement for frequent travel to the three main hubs (Salford, Birmingham, and London).

Key Responsibilities:

Operations:

- Responsible for overseeing the knowledge management function.
- Responsible for managing a team of 5 Senior Service Desk Analysts, 1 Knowledge Manager and indirect line management of 25 Service Desk Analysts.
- Identify and explore opportunities for service and business improvement. Drive analysis and identify, prioritise, and implement improvements and efficiencies, ensuring that the organisation derives maximum value from services. This includes recognising the potential for automation of processes, determining costs and benefits of new approaches and managing change or assisting implementation where needed.
- Manage customer service functions, including responding to issue reports and information requests. Use the results of customer satisfaction measurements to improve service and enhance customer experience.
- Responsible for the end-to-end service delivery: from designing to developing to delivering and operating. Ensure IT products, suppliers and vendors come together to deliver an IT service. Ownership of Service Desk metrics ensuring service is provided to meet business requirements.
- Stay abreast of industry developments to make cost-effective use of new and emerging tools and technologies.

- Understand users and identify their needs based on evidence. Engage in meaningful interactions and relationships with users. Put users first and manage competing priorities.
- Be responsible for the resourcing and development of the team, including the preparation and coordination of service transition activities. Ensure the support team undertakes development to advise on current issues.

Analysis:

- Oversee the preparation and maintenance of analysis of data and requirements to understand user needs, offering guidance and communications to support operating and improving their performance of the Service Management team for Incident Management.
- Establish training needs and knowledge transfer requirements, ensuring these are delivered where required.
- Act as a central contact point for all digital and technology Incidents related to DTS Live Operations.

Skills & Experience:

We're looking for an individual with strong interpersonal skills who enjoys working with delivery-focused and agile multidisciplinary teams. You will also contribute to the wider community and share your skills and experiences with others across HMCTS, MOJ and the wider Government, as required.

Essential Criteria:

- Experience of managing and leading a medium to large first line Service Desk.
- A minimum ITIL v4 qualification.
- An in-depth understanding of Service Management Frameworks principles and processes and experience of working in a Service Management / ITIL environment.
- Proven experience of leading the delivery of an excellent customer service team to proactively looking for innovative ways to improve the service delivered to customers.
- Experience of working collaboratively with Senior Heads of Departments and multi-disciplinary teams.
- Experience of working in large, complex organisations.
- Excellent written and spoken communication skills with experience of successfully influencing others, negotiating effectively, and winning over audiences and ability to motivate a team.
- Ability and experience of engaging with senior management and stakeholders and leading the representation of your work.
- Strong problem-solving abilities and analytical skills.
- Experience in identifying service / product gaps and managing these continual service improvements, issues, and risks to ensure stable and successful Operation of your Product/Service.
- Either a strong technical background with a high level of technical knowledge and experience with workplace products and/or infrastructure services or a strong business background with an understanding of HMCTS users and the technology used.

Application process:

The following areas of the [Success Profile Framework](#) will be used to assess and score your application during the sift, and interview.

- **Experience –** As demonstrated in your CV and application form.

- **Technical –** As demonstrated in your application form.

- **Behaviours –** During the interview, you will be required to provide evidence of the following key behaviours at SEO Level:
    - Changing and Improving
    - Communicating and Influencing
    - Making Effective Decisions
    - Managing a Quality Service

- **Technical - GDD Assessment –** During the interview, you will be assessed against the GDD framework. Your behavioural answers should be aligned to the appropriate skills set out within the GDD framework.