



HM Courts & Tribunals Service

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Directorate: Digital Technology Services (DTS)

Pay Band: HEO

Job Title: Senior Service Desk Analyst

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 Senior Service Desk Analyst level, and carries the title Senior Service Desk Analyst within DTS.

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 Senior Service Desk Analyst 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 Senior Service Desk Analyst 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.

This position reports directly to a Service Desk Manager and includes line management responsibilities for Service Desk Analysts (1LS) within the DTS Service Desk. The team will collaborate to share knowledge and ensure adequate coverage.

The DTS Service Desk teams operating hours are currently 0800 – 1800 Monday – Friday (excluding bank holidays) and 0800 – 1600 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 Service Desk 1LS function, monitoring inbound contacts, ensuring tickets are handled correctly and are resolved within SLAs and intervening in difficult cases when necessary.
- Work in a flexible way to ensure that the Service Desk is adequately resourced to meet demands while maintaining SLAs, this may require supporting on contact channels.
- 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.
- Ensure we maintain a high level of customer service and have the confidence to deal with complex complaints. Use empathy to satisfy customer demands, dealing with escalations and complaints.
- Work with the incident management and problem management teams to identify recurring problems in systems, processes and services. Contribute to the implementation of remedies and preventative measures.
- Work with various stakeholders, including the business units and IT teams to ensure service levels are met.
- Work with the Service Desk Managers and use results of customer satisfaction measurements to improve service and enhance customer experience.
- 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 Service Desk (1LS) team, including the preparation and coordination of service transition activities.
- Ensure the Service Desk team undertakes development to advise on current issues and that all training materials are updated and in place.
- Ensure that all service desk activities comply with organisational policies, standards, and regulatory requirements.

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.
- Coach and develop Service Desk Analysts, managing their availability and ensuring they have the necessary skills and knowledge to perform their roles effectively.

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 first line analysts in a Service Desk environment.
- 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 in large, complex organisations.
- Strong customer service skills with the ability to handle complex complaints and provide empathetic support.
- 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 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 HEO Level:
 - **Behaviour 1** – Changing and Improving
 - **Behaviour 2** – Communicating and Influencing
 - **Behaviour 3** – Making Effective Decisions
 - **Behaviour 4** – 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.