

Job Description

Job Title:	IT Service team lead
Responsible to:	Head of Digital and Technology
Responsible for:	IT technicians

The Trusts values and behaviours, the Wilf Ward Family Trust Way, play an important part to the expectations around how you perform in the role.

Purpose of the Role

A key pillar of the Trusts forward plan is to digitally transform the way we work. Adopting digital, data and technology will be essential to achieving the Trusts goals and building and maintaining a competitive advantage.

We are looking for an experienced IT Service manager to join our team and help drive the Trust forward, ensuring a first class IT experience is provided to all our service users as we deliver our programme of digital transformation and achieve our vision of enabling extraordinary lives through outstanding support.

Role Responsibilities and accountabilities:

As the IT Service team lead you will be responsible for the following:

Accountability

1. Ensure an excellent IT service desk experience through:
 - a. a skilled and performant support service desk team and structure
 - b. appropriate and efficient processes, tools, documentation and communication
 - c. setting and monitoring of key performance indicators
 - d. regularly capturing feedback from service users
2. Act as the point of escalation for incidents and coordinate any major incident response
3. Develop and own service appropriate management processes including Incident/problem management, change management, service request/access management

Commitment

1. Proactively driving service improvement based on user feedback and service desk trends
2. Keeping up to date with Technology and IT Service related best practice.

Communication

3. Excellent communication skills with the ability to influence, negotiate and establish credibility to represent the Trust and form positive relationships with colleagues, individuals, suppliers, external partners and potential partners.
4. Communicate in a way that recognises difference and ensures that people's individual communication needs are met, including those of the individuals we support.

Decision Making

5. Work with a range of stakeholders and consider differing perspectives to support decision making.

Leadership

6. Championing digital tools, processes and effective ways of working
7. Be an ambassador for IT support, working across the Trust to provide effective communication on IT matters and build relationships with other teams and services
8. Work with Registered Managers, Business Partners and Strategic Leads to provide guidance and support to others as needed; help develop the skills and capabilities within these teams and beyond.

Respect

9. Respecting all colleagues by demonstrating The Wilf Ward Family Trust's Values in Practice.

Working Together

10. Work with people from across the Trust and provide support to managers & other colleagues as appropriate.

This job description outlines the main duties of the post but does not exclude other duties as requested by the Head of Digital and Technology.

Outcomes

To be successful in this role, the post holder will achieve the following outcomes:

1. Creation and delivery of an IT service desk function that efficiently underpins the Trust's digital ambitions.
2. Development and delivery of proactive training opportunities and the availability of guides, tutorials and other resources to support a self-service culture.
3. Identification of, and successful delivery against, a set of organization level agreements.
4. A digitally upskilled workforce.
5. Contribute to the successful delivery of the Trust's strategic plan: Extraordinary People, Extraordinary Lives.

Qualifications and Experience

Essential

- Significant, demonstrable experience of:
 - leading and enhancing IT service delivery and support teams
 - building and improving IT service delivery processes
 - developing individuals and teams
 - Identifying, procuring and delivering new IT systems and solutions
- Sound technical knowledge of Microsoft's modern workplace tools including Office 365, Teams, SharePoint, OneDrive, etc.
- Significant experience supporting Windows 10/11 desktop systems across a remote, Azure native working environment.
- Understanding and experience using the ITIL service management framework and how to shape the "toolkit" to make it an appropriate fit for the Trust
- A good technical understanding of the broader technology landscape so as to provide an effective escalation point for complex issues
- Ability to use data to evidence problems and solutions, as well as demonstrating value
- Critical analysis and problem solving skills
- Educated to degree level or equivalent by experience in an relevant field.
- Experience of working with a range of internal and external stakeholders, including suppliers.
- Proven ability to prioritise, delegate and meet challenging deadlines.
- There is an expectation of travel around the Trust sites making a current full driving license essential.

Desirable

- Knowledge and experience of strategic and business planning, including preparation of business cases.
- Experience of developing requests for proposals/tender documents based on detailed requirements and undertaking vendor evaluations to provide fit for purpose solutions.
- ITIL v4 Foundation or above certification

Personal Qualities Include:

You should be a proactive, driven individual with a passion for service improvement and customer service

- Self-motivated and dynamic
- A genuine passion for supporting the delivery of fit for purpose IT solutions to meet the current and future needs of the organisation.
- Strong interpersonal and relationship development skills
- A great communicator with an ability to use non-technical language.
- A can-do mentality with an innovative approach and a willingness to take acceptable risks.

We are committed to promoting health and wellbeing within the Trust and this means we're looking for an emotionally intelligent individual with people-centred leadership skills and a commitment to equality of opportunity for all.

The values promoted by the Trust are applicable in how we engage with and assist all the Individuals we support, and in how we interact with our colleagues. We strive to develop a culture based on well-intentioned feedback, challenge, and continuous improvement.

We expect our colleagues to demonstrate our values through practice and this means:

- Keep the person at the centre of everything we do
- Value, respect and develop people

- Maintain inclusive and respectful relationships
- Listen, learn, reflect, and grow
- Act with honesty, fairness and integrity

Proposed Digital team structure

