Role:	IT Service Desk Manager
Department:	ICT
Salary:	From £40,000 per annum
Responsible to:	IT Director

Job Purpose:

The Service Desk Manager is a critical role in within Cantium's, it is responsible for overseeing the day-to-day activities of service-desk operations to ensure users and business teams receive the support they require. The role is part general management, part service operations and part special projects. In addition to managing a potentially large staff of support agents, the service desk manager also monitors operations to make sure tickets are addressed in a timely manner, as well as serving as the service-desk liaison to other areas of the business.

Main duties and responsibilities:

- Influence the strategic direction and takes responsibility for the full range of service desk functions, including organisational frameworks for complaints, service standards and operational agreements. Measure success against business goals, performance targets and agreed service levels.
- Ensure standards are maintained through call monitoring & call coaching, customer feedback and KPI targets. Ensure excellent levels of customer service to customers at all times, instilling a customer service ethos throughout the team. Ensure that all complaints are addressed promptly and resolved in line with the Cantium Complaints and Compliments Procedure. Ensure that procedures and working practices are regularly reviewed and updated and the central knowledge base is effectively maintained.
- Drive continuous improvement through fostering a data driven culture within the Service Desk Teams, ensuring the correct metrics are utilised to encourage positive behaviours.
- Take responsibility for the co-ordination of day-to-day queries, escalations, advice and the review of feedback and appropriate action.
- Plan and evaluate the work of the team to ensure the most efficiant overall use of resources.
- Ensure the team are agile in their response to new customers/services in order to provide a seamless service by ensuring timely transfer of knowledge and the creation of Knowledge base articles.
- Manage and provide day-to-day development of the team in order to ensure a fully motivated and professional workforce.
- Ensure that all tickets from customers requesting assistance (Incidents and Requests) are handled promptly and effectively such that agreed service levels are met; is pro-active to ensure that customers receive appropriate advice and guidance. Ensure that priority setting, and escalation procedures are applied and requests that cannot be resolved are escalated promptly to the appropriate team.
- Review and assess individual performance and behaviours through regular one to one meetings, appraisals, coaching moments and individual stats and performance managing where appropriate.

- Regularly monitor and report the status and speed of resolution of requests and incidents and be proactive in identifying opportunities to streamline or improve processes and/or systems, products or services.
- Liaise with appropriate teams/colleagues to ensure that call exceptions are dealt with quickly and effectively and act as a senior point of contact in the event of high priority calls and major incidents; delegating resource to work collaboratively as required.
- Chair monthly team meetings and create a collaborative environment which encourages individuals to participate and share information and knowledge.
- Maintain awareness of the Cantium overall goals and objectives and ensure the service provided is aligned to the needs of the business and the customer. Recognise and act upon opportunities to improve the service based on business and customer need, feeding into the relevant SIP as required.
- Ensure the Skills Matrix is maintained, reviewed and updated accurately and any gaps in knowledge or behaviours are addressed through training or mentoring/coaching. Align team and individual performance, goals and targets with the ICT business plan, mission statement, goals and objectives.
- Managing Proposals, Projects and Change Process on behalf of the Service Desk teams, by reviewing and analysing associated impact and risk, representation at meetings and making informed decisions on approvals/rejections.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.
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Cyber Security and Risk Management responsibilities

- All members of the Cantium Executive and Operational Committees are accountable for ensuring the safety and integrity of the data held and processed across their specific service tower.
- It is your responsibility to ensure all security measures are implemented appropriately within your specific area, in addition to ensuring that all relevant processes and procedures are reviewed on a continual basis to comply with both Cantium policy and standards set by the ISO 27001, Cyber Essentials Plus and other standards as applicable.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	• ITIL Foundation or equivalent qualification or experience. • Degree qualification or equivalent in a relevant area or equivalent demonstrable experience in relevant areas.
Experience	• Experience of leading a team / teams. • Experience of working in a Service Desk environment.
Skills & Abilities	• Operations Management – Familiar with methods, techniques, and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities. • Analytical Thinking - Acquiring a proper understanding of a problem or situation by breaking it down systematically into its component parts and identifying the relationships between these parts, selecting the appropriate method/tool to resolve the problem and reflecting on the result, such that learning is identified and absorbed. • Team Leadership - Communicate the vision and set direction, creates the climate for effective work, creates development opportunities and encourage continuous improvement, clarify expectations, delegate tasks, responsibilities and authorities, and monitors performance. • Written and Oral Expression - Communicating effectively by word of mouth and in writing.
Knowledge	• Business Environment - Familiar with the business environment relating to own sphere of work (KCC and suppliers, customers and partners), in particular those aspects of the business which the team is to support.

	• Technical Field – Has a good understanding of desktop technical support and keeps abreast of the latest developments within the ICT industry. • Corporate Industry and Professional Standards – ITIL Framework.