Job description:

# NSA Helpdesk Manager (full-time)

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| Overview | The postholder will manage a bilingual helpdesk (in Scottish Gaelic and English) on the Scottish National Standardised Assessments (SNSA) project, working with colleagues across the consortium and external stakeholders (schools, Scottish Government, Local Authorities).  In doing so, the postholder will need to:   * Manage a helpdesk team of between two and eight people to support schools across Scotland on National Standardised Assessments (NSA) * Recruit schools across Scotland to participate in trials of literacy and numeracy materials in both Gaelic and English using established methods and tools * Have experience in a customer service role, using CRM / helpdesk software * Desirable - Speak and read/write Gaelic to a suitable standard to engage via phone and email with Gaelic users of the system as necessary (though the vast majority of interactions are expected to be in English) * Desirable - have experience in public sector education – ideally Gaelic Medium Education (GME) in schools |
| Key purpose of the job | * Manage helpdesk team based in Manchester, initially to recruit for and run school trials in 2021, then to provide a standing Service Delivery function for NSA from 2022 onwards * The team will be based in Manchester, though this role may be based remotely, working via Teams and phone |
| Typical project responsibilities | * Liaise with internal project team and external stakeholders to support trials and establish Service Delivery Helpdesk * Develop and implement the Service Delivery function across the team as appropriate, under guidance of the Service Delivery Manager (SDM) |
| Typical outputs | * Manage helpdesk team to deliver successful trials and provide support service to schools and LAs * Provide regular progress reports against KPIs, set targets and establish Service Level Agreements (SLAs) |
| **Key relationships** | |
| Internal | * AlphaPlus project team, Service Delivery Manager, support helpdesk, consortium partners |
| External | * Schools, Local Authorities (LA), Scottish Government (SG) |
| **Resources for which the job holder is accountable** | |
| People | * Internal: helpdesk support team, Service Delivery Manager, NSA project team * External: schools, teachers, LAs, SG, Education Scotland |
| Assets | * Databases containing secure/confidential data (internal – CRM/helpdesk) * Assessment materials – current and new – confidential |
| Budgets | * N/A |
| **Person specification** | |
| Personal attributes | * Organisation, people management, teamworking, motivation, integrity, adaptability, persuasiveness, determination |
| Professional/ technical competencies | * Project management, people management, stakeholder management, communication, linguistic fluency (Gaelic) * Strong leadership skills in managing, motivating and coaching, strong communication, presentation and negotiation skills and a natural relationship builder and networker * Strong stakeholder and engagement skills * Strategic thinking & effective communicator |
| Relevant experience | * Have experience managing a team to reach targets and provide a seamless customer/client-facing support service * Have experience of and able to engage with a wide range of stakeholders, at senior management level * Have experience in a customer service role, preferably using CRM/helpdesk software * Desirable - have an understanding of the Gaelic/Scottish education system * Desirable - have experience in public sector education – ideally GME in schools * Desirable - be able to speak and write in Gaelic. |