Job description:

# NSA Helpdesk Support (full-time) x 2

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| Overview | The postholder will support a helpdesk for schools and Local Authorities in Scotland, working on the Scottish National Standardised Assessments (SNSA) project. This role will work with colleagues across the consortium and external stakeholders (school staff, Local Authorities).  In doing so, the postholder will need to:   * Work in a customer-facing role, providing IT and assessment support to schools across Scotland accessing online assessment materials, as part of the National Standardised Assessments (NSA) * Work with others to recruit schools across Scotland to participate in trials of literacy and numeracy materials in both Gaelic and English medium * Following the trials, provide a standing Service Delivery Helpdesk with ongoing support * Provide support across other trialling projects as required * Have experience in a customer service role, using CRM / helpdesk software * Desirable - have experience in public sector education – ideally Gaelic Medium Education (GME) in schools |
| Key purpose of the job | * Work as part of a helpdesk team based in Manchester, initially to recruit for and run trials in 2021, then to provide a standing Service Delivery function for NSA from 2022 onwards * Liaise with schools in Scotland to provide support for online assessments |
| 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 |
| Typical outputs | * Support helpdesk team to deliver successful trials and provide support service to schools and LAs * Contribute to regular progress reports for project team and client |
| **Key relationships** | |
| Internal | * Helpdesk Manager, Helpdesk team, Service Delivery Manager. AlphaPlus project team, consortium partners |
| External | * Schools, Local Authorities (LA), Scottish Government (SG) |
| **Resources for which the job holder is accountable** | |
| People | * Internal: Helpdesk Manager, Helpdesk team, Service Delivery Manager, NSA project team * External: schools, teachers, LAs, Scottish Government, 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 * Strong stakeholder and engagement skills * Effective communicator with strong interpersonal skills |
| Relevant experience | * 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 |