Job description:

# Service Desk Manager (full-time)

|  |  |
| --- | --- |
| **Overview** | The Service Desk Manager will work on project teams to ensure that projects are implemented to time, budget and quality, supporting a range of projects over their lifecycle. The role will be full-time, providing our customers with a consistent point of contact through normal office hours, and will normally be based in our Manchester office.  The postholder will work across a range of projects in an educational and vocational setting. This will include supporting large-scale trialling of new materials and the delivery of live assessments in schools.  A key part of this role will be to manage a service desk team providing IT and assessment support to schools across Scotland accessing online assessment materials, as part of the National Standardised Assessments (NSA).  In doing so, the postholder will need to:   * Manage a service desk team of between two and eight people to provide IT and assessment support to schools across Scotland accessing online assessment materials, as part of the NSA * Work in a customer-facing role across multiple projects, recruiting schools to participate in trials of new assessment materials and supporting them throughout the trialling process * Have experience in a customer service role, preferably using CRM / service desk software * Work with project teams across the organisation to design, develop and deploy qualifications and assessments across a range of educational and vocational contexts |
| **Key purpose of the job** | * Work as part of a vibrant team based in Manchester, running large-scale trials of new materials, and providing service desk support for NSA * Lead a team to provide a standing service desk function for NSA from 2022 onwards * Liaise with schools and colleges to provide support across a range of contexts * Support teams to deliver a range of assessment, research and evaluation projects |
| **Typical project responsibilities** | * Liaise with internal project team and external stakeholders to support trials and establish effective service desk function * Develop and implement the service desk function across the team, under the guidance of the Service Delivery Manager |
| **Typical outputs** | * Manage 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** | * Trialling Team, Field Research Manager, Service Delivery Manager, AlphaPlus project teams, consortium partners |
| **External** | * Schools, Local Authorities, Clients (e.g. Scottish Government) |
| **Resources for which the job holder is accountable** | |
| **People** | * Internal: Trialling Team, Field Research Manager, Service Delivery Manager, AlphaPlus project teams * External: schools, teachers, LAs, clients and stakeholders. |
| **Assets** | * Databases containing secure/confidential data (internal – CRM/service Desk) * Assessment materials – current and new – confidential |
| **Budgets** | * N/A |
| **Person specification** | |
| **Personal attributes** | * Organisation, people management, teamworking, motivation, integrity, adaptability, persuasiveness, determination * High level of attention to detail and accuracy * Proven ability to collect and analyse information, solve problems and make decisions * Ability to work well in a high-pressure environment * Recognition of the importance of excellent customer service * Ability to act as an ambassador for AlphaPlus in all dealings with external customers and contractors * Ability to work with a diverse and geographically distributed set of employees * A high standard of presentation and communication skills to operate effectively with customers and staff * Good organisation / personal work management to be able to operate in a multi-project environment * Initiative – must have ability to work for extended periods without direct support and supervision * Commitment to learning and investment in own professional development |
| **Qualifications and professional/ technical competencies** | * GCSEs or equivalent in maths and English * Good set of A levels or equivalent * Good honours degree or equivalent * Reasonable fluency with MS Office applications * Aptitude for adapting to new software and digital services * Good standard of numeracy and literacy * Ability to provide first line editorial checks of project materials * Project management, people management, stakeholder management, communication * Effective communicator with strong interpersonal skills * 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** | * Experience managing a team to reach targets and provide a seamless customer/client-facing support service * Experience in a customer service role, preferably using CRM/service Desk software * Experience of and ability to engage with a wide range of stakeholders, at senior management level   Desirable (but **not** essential): the experience listed below would be useful but is not essential – full support and training will be provided as required.     * Understanding of/experience in public sector education * An understanding of the Gaelic/Scottish education system |