

IT Service Delivery Lead (Schools)

Salary Range: £52,282 - £59,895

Grade: Level 5, Zone 1

Location: Crowndale Centre

Reports to: Senior IT Service Manager (Schools)

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About the role

Camden's Schools' IT Support Service (SITSS) is a fully traded part of Camden's Digital Data Services (DDS) primarily delivering support to around 50 schools in Camden.

The IT Service Delivery Lead is responsible for delivering the services defined in the SITSS Service level agreements (SLA) and supporting the management of the ICT infrastructure and support services.

This role is about solid team leadership and is a highly visible supervisory role within the Schools' IT Support Service. You will lead by example, coaching and managing your team, driving customer service excellence, and removing barriers so they can focus on doing the right thing for customers. You will work collaboratively with the wider DDS and Technology service areas and with other members of the Schools' IT Senior leadership team to transform the end-user experience.

This role is more supervisory-focused than technical, and you will need to have a flexible, 'can do' approach to IT service delivery. You'll be expected to have an opinion about topics that don't fit within your area and contribute to the leadership of the overall service. We want positive critique about everything we do to ensure we become the best we can be.

The things you'll achieve

This role has been created so that you will be able to achieve the following:

- Build a strong working relationship with key staff in schools SITSS supports.
- Implement call performance targets and measures.
- Lower the number of incidents and their impact.
- Organise the technical staff more efficiently.
- Integrate School call logging into a wider Camden solution.
- Implement ITIL / FITS procedures for dealing with support request.
- Deputise for the Senior IT Service Manager (Schools) on occasion.

You will also be a vital part of supporting SITSS to achieve our strategic goals:

- Achieving the Camden Learning Digital Learning Plan.
- Implement the revised recommendations from the Schools' IT review
- Implement a New SLA, including a robust service definition in April 2025
- Improvements to our Cyber security provision and approach for schools.
- Maintaining a technology roadmap for all schools.

About you

Experience of

- Working in an educational setting.
- ITIL or FITS frameworks for delivering IT services.
- Leading a team of IT support staff.
- Working in a technical support function supporting a diverse range of users .
- Delivering multiple priorities simultaneously for different customers.
- Supporting a wide range of different IT technologies.
- Implementing changes within an organisation.
- Delivering Service Level Agreements targets.

You

- work well in a team.
- can communicate effectively at all levels with technical and non-technical people using different channels and approaches.
- will be exceptionally customer service orientated with attention to detail, significant emphasis on quality of work, and a desire to continually improve the end user experience.
- have inclusive leadership skills that support the people around you.
- are well organised and methodical.
- are highly motivated to deliver change to improve services and outcomes.
- listen and take onboard others' opinions and ideas.

Other important stuff...

People management

Directly manage a team of 12 School-based IT support engineers.

Work environment

You'll work from our base in the Crowndale Centre, Mornington Crescent with an occasional requirement to visit schools. We expect this role to be based in the office for a minimum of three days per week.

Who you will be working with

You'll be joining a team of 30 dedicated schools' IT support staff and reporting to Colin Small, Senior IT Service Manager (Schools). You'll also work closely with colleagues in Digital Data Services and occasionally staff from across the organisation and in schools.

The application process

Applications will be evaluated based on the criteria above and successful candidates will be invited for a panel interview.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

