**Job Capsule Supplementary Information: Service Centre Supervisor**

**This supplementary information for the Service Centre Supervisor is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Information and Communications Technology Level 4**

**Job Zone: Zone 2**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

The role of the Service Centre Supervisor is to take responsibility for the provision of a professional service desk function, incident response, problem resolution and service request operation that meets the needs of the entire Council, having a strong customer service ethos. The role will act as an escalation point for all IT calls and ensure that all requests from users for assistance are handled promptly and effectively such that agreed service levels are met.

**Example outcomes or objectives that this role will deliver**

* To be responsible for the day-to-day management, resource planning and work allocation of the service desk function, to meet agreed service levels.
* To provide and manage the Single Point of Contact (SPOC) for customer service requests and incidents covering multiple IT services.
* To work alongside the End User compute Supervisor, to deliver a customer focused service to the staff in the organisation and provide cover for areas in these functions where required.
* In conjunction with the End User Compute Supervisor, to be responsible for team management functions ensuring that account is taken of agreed levels of service.
* To initiate action to maintain or improve levels of service, referring issues to higher levels of management as required.
* To draft and maintain policy, standards and procedures for the customer service or service desk functions.
* To ensure that all requests from users are handled promptly and effectively, according to standards and procedures such that agreed service levels are met.
* For requests that cannot be directly resolved, to provide an effective interface between users and service providers; ensuring that priority setting and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
* To strategically work with other service areas to improve the service provision of the Service centre and be central in related projects such as the “Digital workspace programme”
* To ensure that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved.
* To support and assist in the tracking of the use of software and compliance of software licenses.
* To manage reporting and communication with senior management and stakeholders in the service and organisation.
* Maintain the configuration management system, documenting details of all hardware/software items that have been installed, removed or changed so that configuration management records are fully updated and accurate.

**People management responsibilities**

* Line management responsibility for the Service Desk Engineers.

**Relationships**

* This post reports to the User Experience and Support Manager.

**Work environment**

* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

* BSc in relevant discipline, or equivalent industry experience.
* Expert in understanding the IT/ IS infrastructure, operating systems, configurations and the IT applications and service processes used within the organisation.
* Proficient in understanding and applying the purpose and composition of a service level agreement (SLA); the relationship between an SLA, an Operating Level Agreement (OLA) and an underpinning contract for the supply of services.
* Proficient in the use and application of incident management tools
* Proficient in methods and techniques for risk management, business impact analysis, countermeasures and contingency arrangements relating to the serious disruption of IT services.
* Familiar with the collection, analysis and application of historical and synthetic measurements in the estimation of IT activities.
* Familiar with corporate, industry and professional standards, policies, regulations, compliance and codes of conduct associated with the role.

**Camden Way Five Ways of Working**

In order to continue delivering for the people of Camden in the face of ever-increasing financial pressure, we need to transform the way we do things. We call this the Camden Way. The Camden Way is a key part of our transformation strategy often referred to as the transformation triangle which links the Camden Plan, the Camden Way and the Financial Strategy together.

The Camden Way illustrates the approach that should underpin everything we do through five ways of working:

* Deliver for the people of Camden
* Work as one team
* Take pride in getting it right
* Find better ways
* Take personal responsibility

For further information on the Camden Way please visit: <https://camdengov.referrals.selectminds.com/togetherwearecamden/info/page1>