

## Job Profile Information: IT Service Centre Manager

**Job Title: IT Service Centre Manager**

**Salary Range: A competitive salary of up to £55,188 + Great Benefits**

**Job Grade: Level 5, Zone 1**

**This supplementary information for IT Service Centre Manager for Job Level 5 Zone 1.**

**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.**

### **About Camden**

Camden is building somewhere everyone can thrive, by making our borough the best place to live, work, study, and visit. Because we're not just home to UK's fast-growing economy. We're home to the most important conversations happening today. And we're making radical social change a reality, so that nobody gets left behind. Here's where you can help decide a better future for us all.

A key part of our Digital and Data Services (DDS) division, our Technology Service provides secure, innovative, efficient, and scalable technology solutions that empower our Staff and our Citizens. We are a team of collaborators and knowledge sharers working in an agile, fast-paced environment.

### **About The Role**

The IT Service Centre Manager (SCM) is a critical role, overseeing the day-to-day activities of the first- and second-line support function which includes a face-to-face IT Hub and user provisioning team. You will have direct responsibility for providing prompt and effective technical support for the organisation through resolution and escalation of incidents and service requests in line with agreed service levels. You will lead our IT Service Centre teams by coaching, setting a clear vision, driving customer service excellence, and removing barriers for your team so they can focus on ensuring users receive the support they require. You will create a positive and engaging environment where staff are pulled towards the cause, encouraged to take ownership and accountability for their actions, constantly seek to improve themselves, and improve the service provided to our users.

Our IT Service Centre handles over 75,000 incoming user contacts a year, primarily through phone and e-form channels. We're looking for someone who can deliver results through people, who can work collaboratively with colleagues in DDS, Technology and across the Council to understand their needs, using that understanding to shape an inclusive service while continuously looking for ways to improve the user

experience. While self-service portals and AI-powered chatbots have a role to play, there remains room for the human touch, particularly where empathy is required and complexity is encountered.,  
You will have a great desire to improve the user experience, so you'll ensure your team consistently responds to every call and always seeks ways to make things easier for the user.

Tasks will include but are not limited to:

- Responsible for the day-to-day management, resource planning, work allocation and performance management of the IT Service Centre function to meet agreed service levels, performance and using that data to drive ongoing service improvements.
- Leading the team by inspiring them towards a clear strategic vision and team purpose, creating a positive and engaging working environment that fosters quality, innovation, and excellence. You and your team will continually be enhancing your skills, experience, and performance levels
- Acting as a role model and driving a high-performance culture by creating a 'can do' environment where staff truly understand their purpose, make a difference, have a learning mindset, and always seek to improve themselves and the user experience.
- Mentoring and developing staff through regular 1:1's, coaching conversations and co-creating development plans.
- Managing relationships and performance of 3<sup>rd</sup> parties contracted to deliver services with and for us, including the out of hours service desk contract.
- Managing user communications and working with colleagues to ensure that outages and service updates are communicated through our automated systems and manually during major incidents.
- Maintaining strong relationships across the Council and working to understand the user experience, ensuring that lessons are learnt through insight and evidence that will support service delivery and improve the user experience.
- You will support the education of our users working closely with the User Experience & Support Manager, change leaders and Tech Adoption service, to inform work to improve the organisation's digital skill levels.

## **About You**

- You'll have practical experience of managing and improving an IT Support Team and Service Desk in a busy complex environment.
- You'll have the ability and proven experience in delivering and achieving results by engaging and coaching your team to be the best they can be.
- You'll be an expert in working with support teams to achieve results and able to breakdown silos by working with services across the Council.
- You will have demonstrable experience in performance management and HR policies.
- You can demonstrate how you have done things differently, and you'll have a desire to improve yourself continuously, your team, the technology service and ultimately improve the user experience.
- You'll have proven experience in delivering multiple priorities at the same time and proven at delivering high performance.
- You'll be a people person who enjoys engaging and building relationships through effective communication and trust.
- You'll have experience supporting key products in the Microsoft 365 offering including Exchange Online SharePoint and Teams.
- You will have strong knowledge of IT Service Management (ITSM) platforms and be proficient in their use to manage incident and request fulfilment processes. Experience using Atlassian Jira Service Desk would be highly beneficial.
- Qualified to ITIL Foundation level is highly desirable.

## **Work Environment:**

Our IT Service Centre Teamwork in an 'agile' hybrid way, working both on site in our offices and remotely to fulfil organisational requirements.

While we embrace flexible and home working, this is a leadership role with an expectation that the post holder will spend a high proportion of time on site either at our head office in St Pancras or at other sites within the London Borough of Camden.

You may occasionally be required to work outside of normal hours for which time in lieu will apply.

## **People Management Responsibilities:**

- Directly manage up to 5 staff, including 2 service centre team leader roles.
- Indirectly manage up to 25 support roles that may include team members we are developing as part of community initiatives such as apprenticeships.

## **Relationships:**

- This post reports to the User Experience & Support Manager

- Internal at all levels, including executive, senior officer, and Councillors (members).
- External including 3<sup>rd</sup> party suppliers and collaborating with partners where Camden are providing support

### **Over to you**

We're ready to welcome your ideas, your views, and your rebellious spirit. Help us redefine how we're supporting people, and we'll redefine what a career can be. If that sounds good to you, we'd love to talk.

### **Is this role Politically Restricted?**

Some posts at Camden are politically restricted, which means individuals holding these posts cannot have active political role. For a list of all politically restricted roles at Camden [click here](#).

### **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.

At Camden we are proud to be one of Hire Me My Way's inaugural campaign supporters. Hire Me My Way is a national campaign led by Timewise, designed to increase the volume of good quality jobs that can be worked flexibly in the UK ([www.HireMeMyWay.org.uk](http://www.HireMeMyWay.org.uk)). Hire Me My Way aims to treble the number of available good quality flexible jobs to 1 million by 2020.

### **Asking for Adjustments**

Camden is committed to making our recruitment practices barrier-free and 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](mailto:resourcing@camden.gov.uk) or post to 5 Pancras Square, London, N1C 4AG.