 Camden

Job Profile

Job Title: **IT User Provisioning Team Leader**
Job Grade: **Level 4 Zone 1**
Salary Range: **£40,652 - £46,779**

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.

About our Technology Service

A key part of our Digital and Data Services division, our Technology Service provides 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.

Our Technology service is responsible for delivering Infrastructure, Information Security, Technology Adoption (Microsoft 365, Digital IQ, and Digital Change), End User Compute (EUC) and IT Support Services across Camden. Our Service Desk currently operates a core service between 08:00 and 18:00 Monday to Friday and provides a point of escalation out of hours via a contracted 3rd party provider.

About the role

We live in an era of digital transformation, at a time in which technology touches everything we do.

The IT User Provisioning Team form part of the IT Service Centre within Service Delivery. They provide a critical function, where their performance and interaction with users, particularly new starters, is a significant driver of the user experience, influencing our user's perception of IT. Demand is primarily received via our JIRA service management portal and averages 250-300 individual requests per month.

The User Provisioning Team Leader is responsible for organising and managing the team and day-to-day workloads, ensuring that all user administration tasks, and requests are professionally and consistently handled, in line with service standards and procedures ensuring agreed service levels are met or exceeded. The team's activities include the setup of IT devices, including laptops and mobile phones, identification, and deployment of software, managing the account setup and disabling of all starters, movers, and leavers requests. They also provide a first point of contact in the face-to-face IT hub and are responsible for managing relevant IT assets and forecasting and maintaining appropriate levels of IT stock.

The is a hands on role requiring someone who is self-motivated, able to deliver a consistent high quality, customer focused service, in a fast paced often pressurised environment. The Senior User Provisioning Lead will work closely with other team leads and will be responsible for the organisation and management of team workloads both planned and reactive, ensuring resources are aligned with service requirements and priorities. We're looking for someone who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help 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, or complexity encountered.

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

About you

You will be a customer focused, enthusiastic individual, a strong team player, who is passionate about meeting the needs of the entire Council. You will be committed to providing a professional service delivering excellent IT support and end user experience, ensuring that all requests from users for assistance are handled promptly and effectively and within agreed service levels.

You will be well organised, driven, and self-motivated, someone who can work collaboratively with colleagues in IT and across services to understand their needs, using that understanding to help shape an inclusive service while continuously looking for ways to improve the end user experience. You will act as an escalation point, able to deal with more complex issues/processes and collaborating cross-functionally with other IT support teams to diagnose, investigate, and resolve issues promptly, minimising business disruption and maintaining high levels of satisfaction.

You will be naturally curious, not afraid to experiment with new ideas and emerging technologies. Embracing failure as part of the overall learning experience – while continuing to strive for incremental improvements for our users and organisation. You will be an active listener, able to absorb information, understand requirements, create solutions and be confident to make recommendations to stakeholders.

You will possess excellent communications skills, able to 'put yourself in the customers shoes', and be able to demonstrate that you take ownership and see things through. You will have a 'can do' approach to your work and a learning mind-set, attention to detail, always seeking to improve yourself, your teams, and the user experience, able to deliver a consistently high quality, customer focused service.

Core skills include:

- You will possess excellent organisational skills, able to assess and manage demands on the service, able to prioritise the team's workload, acting as the day-to-day contact for any issues or escalations.
- You will possess excellent inter-personal skills, able to communicate effectively at all levels with technical and non-technical people, using different channels and approaches.
- You will be exceptionally customer service orientated with a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- You will be meticulous at record keeping and attention to detail.
- You'll have the ability to achieve results, sharing skills knowledge and experience with your team, listening, and learning from others.
- You'll be a people person who enjoys and can engage and build relationships through effective and personable communication, confident and willing to work collaboratively with other teams, and external vendors, breaking down silos to resolve issues or collaborate on innovative ways of working.

Desirable skills include:
- Experience in using agile collaboration tooling, such as Jira Service Management and Confluence
- Experience of managing a service delivery team

Technical Knowledge and Experience:

- You'll have practical experience of working as part of a team, in a busy, often pressurised, and complex environment supporting a diverse range of users including executive and VIP level. Experience in a user onboarding / provisioning service would be an advantage.
- You will be able to demonstrate a clear understanding and capability to work within relevant IT related standards, processes, policies, and procedures.
- Foundational level knowledge or awareness and understanding of the following technologies include
  - Microsoft Office 365, Teams, SharePoint
  - Citrix
  - Active Directory
  - Windows o/s 10
  - Use of deployment automation tools e.g. SCCM
  - Mobile Device Management e.g., Intune

Key Responsibilities:

- Responsible for the organisation and management of the day-to-day team and workloads, ensuring that all user administration tasks, and requests are professionally and consistently handled, in line with service standards and procedures ensuring agreed service levels are met or exceeded.
- Responsible for managing the support tickets queue, ensuring that all requests are managed effectively and within agreed operational and service levels, ensuring that normal business operation resumes, is confirmed, and that lessons learned can be acted on to support future service improvement.
- Responsible for ensuring the knowledge base is maintained for the service.
- Assist with production of performance data, monitoring operational metrics, and working with the Service Delivery Manager, and other service delivery leads, to analyse data and report trends and variances, using the data insight to take appropriate action and feed into service improvement action planning.

- You will act as an escalation contact, working closely with colleagues to resolve any issues arising.
- You will assist with tasks to provision new starters, movers, and termination of leavers, managing assigned volumes of requests "ticket" queues within the ITSM tool, ensuring standardization, compliance and enforcement of policies and daily operating procedures.
- You will be expected to capture detailed information into the IT Service Management tool for each request, to ensure any escalations can be tracked and dealt with quickly and effectively.
- You will manage your personal workload, ensuring that all support tickets are updated regularly, providing regular updates to end users, and ensuring ongoing communication is maintained throughout the life of the request, setting expectations appropriately at each communication.
- You will be accountable for ensuring that relevant assets are controlled (mainly laptops, tablets, and mobile phones), documenting details of all hardware/software items that have been installed, removed, or changed and that configuration management / asset records are fully updated and accurate.
- You will be responsible for stock management ensuring appropriate levels of equipment are maintained and forecasted.

Work Environment:

Our IT Service Centre works in a hybrid way.

While we embrace flexible and home working, this is a key role with an expectation that the post holder will spend a proportion of their time working on-site at our head office in St Pancras.

The service currently operates a shift pattern Monday to Friday between 8.30 am and 5 pm and you will need to be willing and able to be part of that arrangement. You may also be asked to work an occasional weekend / out of hours for which time off in lieu will be applied.

People Management Responsibilities:
- Direct line management for up to 4 team members
- You may also be required to supervise and develop staff that we are supporting as part of community initiatives such as apprenticeships.

Key relationships:
- This post reports to the Service Delivery Lead.
- Internal at all levels, particularly other service centre staff, the wider IT service colleagues, Members, and senior leadership support leads.
- External particularly with any 3rd party contractors and/or partnership colleagues accessing Camden's resources

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 other ethnic groups, those who identify as LGBT+, neurodiverse and disabled people. Click Diversity and Inclusion for more information on our commitment.

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). 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 or post to 5 Pancras Square, London, N1C 4AG,