

Job Profile



Job Title: IT Service Performance Lead
Job Grade: Level 4 Zone 2
Salary : £45,042 - £51,870

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 (DDS) 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. DDS collectively hosts a range of IT disciplines with reactive support requests channelled via JIRA Service Management tool. The IT Service centre handles over 75,000 incoming contacts a year.

The IT Service Performance Lead role is responsible for establishing and ensuring that our internal SLAs are met in line with the service specification, designing and producing performance and information reports to present performance information clearly and engagingly for colleagues and stakeholders, enabling strategic decision making, development projects and process improvements. The successful candidate will have a strong background in IT Service Management and be passionate about Service Delivery and Customer Service.

This role is also responsible for managing the IT Change Management process. You will lead and administer the change advisory board, working closely with the board to prioritise change requests, assess their impact and approve or reject changes. Every change request presents an opportunity to track and gather information, and you will be required to report on success rates, related incidents, and relevant factors, particularly engaging with the Service Desk team who can bring a unique, front-line perspective on common issues that changes may cause.

You will have an opportunity to review the current change process and practices, refining the approach of handling requests consistently. You'll focus on how modern software such as JIRA Service Management can help with shifting to pre-approval and automation of more changes, where only those of high consequence and/or risk require in-person approval.

About you

You will have good statistical, analytical, and critical thinking skills, with attention to detail, able to identify issues and opportunities which will ultimately improve the way we work and bring value to our users. With a commitment to continuous improvement, you will be passionate about delivering high quality outputs within a fast-paced exciting environment and for meeting the needs of the entire Council.

You will possess a strong customer ethos, with a flexible 'can do' approach to service delivery, able to deliver results and 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.

Our leads work closely with colleagues in all positions, so communication and interpersonal skills are critical for this role. We expect baseline skills and awareness across a wide range of reporting methods, and a willingness and ability to learn where gaps are identified, 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.

Key tasks include :

- Working collaboratively with other IT leads and senior leaders to Identify reporting requirements throughout the business, establish what type of reporting is suitable for what purpose.
- Work closely with the IT service desk to understand 'pain points' and areas of improvement to add value during day-to-day Service Desk activity.
- Responsible for timely creation, distribution, and presentation of performance reporting across DDS, particularly focussing on whether outcomes meet agreed business requirements.
- Improve existing and develop new reports, using a variety of outputs, e.g., tables, charts, graphs, heat maps, process flow diagrams, continuously seek ways to automate reports, foster standardisation and improve efficiency in our processes
- Apply data quality checks to ensure confidence in the reporting provided
- Monitor incoming ticket volumes, apply trend analysis techniques, and identify trends, proposing improvements to processes and procedures to reduce overall ticket volumes, automating where it makes sense to do so.
- Responsible for managing the change process and board, overhauling the processes using technology options to minimise meeting times and automate approvals where it makes sense to do so
- Promoting a continuous improvement and idea generating culture.

Core skills include :

- A broad knowledge of methods in storing, extracting, manipulating, and presenting data
- Strong Microsoft Excel skills, demonstrable by real-world examples
- Excellent technical and analytical skills, underpinned by an exceptional customer service approach, with attention to detail, a focus on quality of work and a desire to continually improve the end user experience with a particular emphasis on automation of processes where it is feasible to do so.
- Excellent inter-personal skills, able to successfully communicate complex issues coherently and persuasively at all levels using different channels and approaches.
- Experience delivering multiple priorities at the same time and proven at delivering high performance
- Able to engage and build relationships through effective communication and trust
- Highly analytical, enjoy digging into the detail of difficult problems, asking pertinent questions, and understanding the real issues faced by users and systems
- Drive and improve quality through clear visible measure Metrics to show service adherence to Service Levels
- Confidently communicate across the whole organisation using a high standard of written and verbal presentation
- Be able to understand how the team is using qualitative and quantitative data to drive decisions and to build a delivery approach that supports this

Desirable skills include:

- Experience using data analysis tools (e.g., Power / QlikSense)
- Experience using PowerPoint
- Knowledge of ITIL and ITSM

Work Environment:

We work in a hybrid way, working both on site in our offices and remotely to fulfil organisational requirements.

People Management Responsibilities:

- None directly however you may 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 IT Service Delivery Manager.
- DDS Services, Technology services particularly the IT Service Centre
- Internal at all levels, including executive, and other senior officers

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). 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 adjusting 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,