

ROLE PROFILE

SERVICE MANAGEMENT LEAD



Reports to: Head of Technology Operations

Directorate & Team: Technology - Operations

Direct Reports: Service Support Officer

Job Purpose: This role exists to ensure that a responsive and effective service is given to all BHS end users, that incidents are effectively prioritised, assigned, and resolved and/or escalated, and that any negative business impact is minimised.

Key Responsibilities and Accountabilities:

Management/Leadership

- Manage the workload of the Service Support Officer and provide emergency cover when they are absent.
- Ensure that the Service Support Officer has up to date objectives and a "blended learning" personal development plan, and that these are reviewed regularly with them.
- Empower the Service Support Officer in their work, providing support and coaching to underpin their growth and delivery.
- Role model the Society's stated behaviours and uphold its policies in the workplace.
- Manage money, information, and physical resources effectively, and ensure that managed staff understand their role in the responsible use of Society assets.

Service & Support Management

- Identify and proportionately introduce good service management practices as defined in ITIL, including repeatable processes for Incident, Problem and Change management
- Ensure that all service incidents, requests, and complaints are being prioritised, assigned, and resolved or escalated in line with agreed criteria and in a timely manner.
- Chair the weekly Technical Change Board and ensure that any standard changes that impact software/licensing or hardware result in updates to the relevant register or Service Catalogue
- Develop service management metrics that serve the needs of key audiences within BHS.
- Review ticket performance, identifying and escalating apparent problems and making suggestions for improvements that would address common needs.
- Develop and own the technical support knowledgebase, the supporting articles and how to guides
- Provide efficient and responsive 2nd line support to all colleagues across the charity.
- Work with the Business Partners on developing and maintaining a user-facing service catalogue that can be delivered technically; create and own the technical catalogue that supports it.
- Undertake day to day management of designated service suppliers, working with the Technology Finance and Governance Officer on contractual matters, including tenders and renewals.
- Support the Head of Technology Operations with end user device protocols and management.
- Contribute to major incident responses, owning emergency communications with end users.
- Ensure that all necessary stock levels are maintained to meet day to day needs.

Person Specification:

Essential Criteria

- Recognised qualifications in service management, e.g., ITIL Managing Professional, or HDI's Support Centre Manager/Team Lead – or significant experience leading an IT service function
- Qualifications or working knowledge of Microsoft solutions and their administration and support
- Experience managing IT support/services staff
- Has developed and coached individuals
- Experience managing service desk ticketing systems
- Has worked with IT management and monitoring tools
- Experience producing metrics reports drawing on service desk and other support/monitoring solutions
- Significant experience prioritising, allocating, escalating, and resolved tickets
- Has Provided 2nd line level technical support
- Knowledge of good practice in customer service
- Has produced draft end user communications
- Has defined and documented workable support processes
- Has developed and maintained technical support documentation
- Proficiency in MS Excel
- Has liaised with suppliers/partners to resolve incidents and wider service issues

Desirable Criteria

- Knowledge of the equestrian world
- Has worked in a charity