

Service Desk Manager

Frontline Consultancy has a fantastic Team of people on it's service desk. The Service Desk Manager is responsible for overseeing the efficient and effective operations of the Team, ensuring Frontline deliver outstanding customer service.

The purpose of the role is to manage, develop and maintain a highly effective service desk capability within a Managed Services environment. The role is essential in delivering and maintaining agreed levels of service and developing the trust and satisfaction amongst the external customer base.

The Service Desk Manager will be involved in a variety of tasks that requires interaction with the company's customer base and all internal staff, including the provision and presentation of key performance indicators (KPIs) and service level agreement (SLA) performance to the senior management team.

The Service Desk Manager will be dynamic and provide leadership to the service desk team. This is both internally focused and also externally focused as the key point of escalation within the service desk for all escalation.

Tasks will include:

- At every stage in communication, always focus on our customer experience, looking to deliver exceptional service with a team passion for achieving 5 star review feedback from ticket closures.
- Providing day to day management of the service desk (staff, process and procedures)
- Facilitating service restoration within agreed SLA's by identifying and resolving issues / managing the escalation to SDA / SSDA support (or alternate technical resolver groups)
- Ownership of all Managed Services tickets (no matter what stage, or which queue they're in)
- Become the focal lead for incident and problem management (including major incident and problem management that are business critical) ensuring that SLA's are achieved and managing from start to end.
- To collaborate with all other stakeholders of the service desk within the business, including service delivery, project, infrastructure, consultancy, finance and sales teams to look for improvements and more efficient ways of working, pushing for automation and orchestration within our ITSM and other technology.
- Accountable for facilitating escalations across the service desk, including full ownership of every ticket and ensuring that all tickets are reviewed, to reduce / remove aged tickets, those at risk of breaching SLA or those that should be identified as problem tickets and highlighting issues to business stakeholders
- Maintaining quality output through both dashboards and the production of reports for the senior management team, including trending, SLA performance and any

associated correlation to skillsets, training, development, team growth or diversification

- Driving knowledge creation/documentation within the technical teams
- Ensures that processes are being followed by all service desk employees.
- Ensures all service requests, incidents (and security incidents) are allocated to the correct resolver group and are resolved in a timely manner and within the agreed SLA / escalation timescale. Both target response and target resolution SLAs must be achieved for 99.5% of all Managed Service tickets (with a focus on achieving 100%).
- Performs and instigates root cause analysis (RCA) and proactively owns and drives improvements to resolution in conjunction with service delivery teams.
- Effective management and engagement of 3rd party suppliers for Frontline to ensure quality of approach and value.
- Keeps key stakeholders and staff informed of status and progress with major incidents.
- Retains ownership of critical issues acting as Incident Manager for all Managed Services tickets.
- Proactively seeks opportunities to drive feedback for service catalogue reviews, service improvement initiatives and process efficiencies based on experience within the service desk, including reduced call abandonment, increased percentage of first call fixes and development of increased service desk team knowledge.
- Manages complaints efficiently and effectively and continuously looks to improve customer satisfaction in line with service delivery function
- Maintains a customer focus in everything the team does
- Sets, reviews and effectively manage performance management targets for the team leader and ensure coaching and mentorship is provided in all areas to ensure appropriate deputization in the absence of the service desk manager.
- Provide strong service leadership for the team, creating a learning environment to support the career development of all team members.
- Demonstrate and drive collaboration across all customer facing services teams.
- Manage and develop all service desk staff through PDR and PDP processes to enable staff to become the best they can be and to always strive to develop and promote through the business.
- Budgetary knowledge and influence for team investment and development
- Commercial understanding of the impact of delivering poor service, both perception, financially and the impact on morale within the team.

Person Requirements

- Minimum of 5 years' experience working within an IT service environment (e.g. Managed Services, Technology Vendor).
- Minimum 3 years' experience in delivering IT support / customer service to customers
- ITIL v4 Foundation (required)
- ITIL Intermediate (desirable)
- Hold a 'customer first' mentality and approach to service management

- Strong knowledge of Incident and Problem management processes including implementing, developing and maturing ITIL aligned processes within a large complex environment
- Experience of using ITIL based Service Desk software
- Track record in management of teams and personnel
- Experience of managing a busy geographically disparate service desk function.
- Proven service desk leadership capabilities.
- Demonstrable track record in delivering technological environments.
- Highly analytical in problem solving with the ability to apply original and innovative thinking
- Must aspire to a culture of service excellence, with a proactive attitude to managing issues and keeping customers updated at all times
- A high level of oral and written communication skills in order to communicate effectively with senior managers, colleagues and other stakeholders
- Demonstrable problem solving skills
- Excellent documentation skills and attention to detail
- Highly motivated self-starter
- Excellent written and verbal communication skills
- To work under pressure and think clearly in challenging situations in a logical manner.

To be flexible in approach and be comfortable with a fluid organisational structure that requires both team work and self-sufficiency as necessary, with the ability to work under guidance, but with a level of autonomy and responsibility as is expected of the role.

Working Environment:

- The role is Hybrid, working 3 days from the office and 2 days from home.
- Working hours are 37.5 hours per week, Monday to Friday.

Benefits:

- Company enrolled benefits package.
- Employee Assistance Programme
- 22 standard days annual leave plus UK bank holidays.
- 1 additional annual leave day on your birthday.
- 2 additional annual leave days entitlement at Christmas.
- Pension Scheme after 3 months of service.
- Pool Table, Massage Facilities and Next-Gen console on-site.
- Company laptop.
- Employee of the Month bonus scheme of £500 if you are successful
- Referral fee of £1,000 if successful
- Funded training in line with Company and personal objectives
- Cycle to Work Scheme