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| |  | | --- | |  | | **ICT Service Desk Incident Team Leader**  Thank you for your interest in applying for the above post. Please find attached the Job Description and Person Specification for the role. | | **Working for Stockport Council** | | **Macintosh SSD:Users:tony.collinge:Desktop:values_job_description:STAR_logo_and_values.jpg**  Stockport Council has 4 core values that run through everything we do and are known as the Stockport Way of doing things. As an organisation we stay true to them no matter what challenges we face. The values came from colleagues and were developed through workshops and consultation across the Council.  [This video,](https://play.buto.tv/3My87) produced 'in house' and featuring colleagues from across the Council, explains each value and shows how colleagues are living these values each day.  As a new colleague the Council will expect you to work in accordance with these values. We also have policies and procedures around health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities which we expect you to adhere to. These will be explained in detail to you as part of your induction process.  You can find out more about working for Stockport Council, and some of the benefits we offer employees, online at <https://greater.jobs/locations/stockport/>  H:\Directorate Services Team\Recruitment (Annalie Burns' Team)\Recruitment\OTHER\Diversity and Inclusion\DISABILITY CONFIDENT\employer_small.png |   green band epsStockport Council  **Job Description** | |
| Post Title: CSS Senior Officer (IT Service Desk Incident Team Leader)  **Service Area: IT**  **Directorate: Corporate and Support Services** | Salary Grade: S01 |
| **Post Reports to: CSS Manager**  **Post Responsible for: CSS Officers** | |
| **Main Purpose of the Job:**   * To provide high quality, cost effective IT Support to customers to support the management and delivery of IT services, taking a holistic, joined up view of service design, delivery and evaluation. * To provide supervisory or managerial support the 1st line support team or give professional advice and guidance to the organisation in order to meet statutory requirements and mitigate risks. * To ensure that the Council manages its resources effectively, delivering value for money, exploiting opportunities to drive out inefficiencies and generating income where appropriate. | |
| **PRINCIPAL DUTIES AND RESPONSIBILITIES:**  To contribute to the key aims and objectives of the organisation, both within the post holder’s specific remit, across the section and Council as a whole.   1. **Seeing the big picture**  * Identifying emerging issues and trends which might affect your service and ensuring activities are aligned to directorate priorities. * Developing a shared understanding and knowledge of your own and other CSS service areas.  1. **Changing and improving**  * Responds to issues requiring an in-depth understanding of work-area and policies and procedures. * Takes ownership of inquiries to ensure they are addressed and resolved providing explanations and instructions. * Resolves difficult operational problems in a thorough and timely manner. * Encourages ideas from others to develop solutions to problems and leads by example. * Identifies issues, considers risks and develops solutions through in-depth information gathering and analysis. * Prioritises work, considering own work area and needs of larger work area, project timelines and other deadlines, recognising service pressures and develops solutions to meet priority demands.  1. **Makes effective decisions**  * Makes objective decisions at the appropriate level guided by varied procedures and practices requiring a high level of understanding and some interpretation. * Makes decisions on issues and priorities for own area of responsibility and provides advice and feedback to support accurate decision making. * Analyses and interprets a range of data sources to inform decisions and ensure that resolution is achieved through unique approaches and/or reference to a variety of policies, procedures, and past practices. * Monitors and deals with confidential issues using discretion and judgment. * Makes recommendations to solve and resolve complex problems. * Ensures compliance with established standards.  1. **Leading and communicating**  * Communicates, interprets and trains others (where appropriate) on directorate and corporate policies or an appropriate professional specialism, seeking specialist support on complex matters where needed. * Communicates in a succinct and engaging manner using appropriate styles, methods and timing including digital channels to maximise understanding and impact. * Recognises the contribution and achievement of others. * Conveys sometimes complex information to others and takes steps to ensure understanding. * Tailors communication to different audiences.  1. **Collaborating and partnering**  * Establishes relationships with a range of stakeholders to support the delivery of directorate and Council outcomes. * Generates a shared focus and understanding and shares information in a clear and concise manner, working closely with a range of colleagues from other areas. * Deals with conflict in a prompt, calm and constructive manner. * Encourages collaborative team working across the directorate and Council. * Provides impartial and objective advice where appropriate, addressing and resolving issues within a political environment.  1. **Building capability for all**  * Identifies and addresses team or individual capability and development requirements of self and others to deliver current and future work. * Develop and implement solutions to improve. * Delegates to and follows up on work of others. Trains others regarding policies and procedures and ensures compliance. * Provides guidance and training to less experienced staff. * Identifies and resolves issues in own workgroup. Assists with issues that impact other areas. * Regularly seeks and acts on feedback to evaluate and improve individual and team performance facilitating ideas for change. * Supports others to set and achieve challenging goals.  1. **Achieving commercial outcomes**  * Works with commercial experts to consider alternative delivery models and to identify more efficient outcomes, balancing cost and quality. * Works with commercial experts and engages with partners to improve service delivery. * Analyses and uses information to assess costs, benefits and risks of different delivery models, developing proposals for change.  1. **Delivering value for money**  * Monitors use of resources and recommends actions to achieve value for money. * Demonstrates and encourages an increased awareness of cost and performance management. * Follows appropriate financial and contract monitoring procedures to ensure deliverables are achieved.  1. **Managing a quality service**  * Creates and updates manuals and internal procedures. * Uses project management skills and techniques to achieve outcomes, identifying risks and mitigating actions. * Develops and maintains systems to review service standards to provide quality and value for money. * Works with teams to set priorities, goals, objectives and timescales and develops plans to improve service quality. * Ensuring compliance with Council procedures for data and information management giving guidance where needed.  1. **Delivering at pace**  * Manages and supports teams to achieve agreed goals and objectives. * Demonstrates a positive approach and maintains focus on priorities. * Takes responsibility for delivering expected outcomes, recognising the contributions of others.   Plans ahead, regularly monitors and evaluates workloads and priorities to adapt to changing situations. | |
| **Additional responsibilities:**  To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.  To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, standards of attendance, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council’s priorities.  To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee’s background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account. | |

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Stockport Council

Competency Person Specification

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview.  Any interview questions, or additional assessments (tests, presentations etc) will be broadly based on the criteria below.

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| **Competency** | **Essential or Desirable** |
| To work to the Council’s values and behaviours:   * To keep the people of **Stockport** at the heart of what we do * To succeed as a **team**, collaborating with colleagues and partners * To drive things forward with **ambition**, creativity and confidence * To value and **respect** our colleagues, partners and customers | Essential |
| Experience in delivering outstanding customer service | Essential |
| Experience of managing customer expectations and SLA’s | Essential |
| Experience of managing a customer focussed technical team | Essential |
| Understand the importance of effective Incident Management processes | Essential |
| Technical knowledge of Windows 7 & 10 | Essential |
| Knowledge of ITIL processes | Essential |
| Experience of working in a 2nd/3rd line IT Support Environment | Essential |
| Strong multi-tasking skills | Essential |
| Current Driving Licence | Essential |