

Role Details	
Role Title:	Service Operations Associate
Directorate:	Corporate Support Directorate
Hours:	36.25
Grade:	E
Location:	HQ and other sites as required

Organisational Arrangements	
Reporting to:	Service Operations Associate Partner
Role Purpose	<p>Service Operations Associate will minimise the adverse effect of incidents by ensuring that normal service is restored within defined service level agreements. The postholder will be responsible for managing incidents/requests using a ticket logging system, providing 1st and 2nd line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment.</p> <p>Radio and Voice Communications Associate will be responsible for managing incidents/requests relating to radio, voice and data communications, providing 1st and 2nd line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment. The postholder will support the Associate Partner in projects to provide highest quality radio, voice and data communications.</p>
Responsible for:	<p>None</p> <p>Mentoring role with Apprentice positions</p>

Main Responsibilities – Role Specific:

Service Operations

- Answer calls made to the service desk and raise corresponding support tickets within the call logging system, prioritise incidents, assign impact and urgency and respond and resolve incidents within agreed SLAs.
- Manage incidents/requests made to service desk, providing 1st and 2nd line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment. The postholder will support the Associate Partner

in projects to support effective transition of technology projects into business as usual activity.

- Management of open calls and queues to resolve as many calls as possible within agreed SLAs. Escalate service impacting incidents as required.
- Manage service desk emails, respond professionally within given time frames, updating systems as required to capture KPI data relating to Service Operations activity.
- Respond to service request and incidents raised on service desk system.
- Provide procedural documentation to help non- technical colleagues understand technical problems.
- Ensure all replacement/additional PC's/laptops are built to the Fire and Rescue Service standards and that any additional software required by individual users to carry out their role is loaded onto the ICT Systems as required. This involves collecting and transporting the equipment from other GMFRS locations, unloading as required and configuring to the required standard.
- Undertake the rollout of any new ICT equipment, ensuring that the inventory information and asset tags are kept accurate and up to date on the Service Desk software.
- Ensure inventory control and documentation relating to procurement, hardware and licences are maintained.
- You may be required to work within a shift pattern covering current service hours Monday to Friday. The post may also require participation in an 'On-Call' rota outside of core working hours from home, including weekends.

Radio and Voice Communications

- Answer calls relating to radio, voice and data communications made to the service desk and raise corresponding support tickets within the call logging system, prioritise incidents, assign impact and urgency and respond and resolve incidents within agreed SLAs.
- Manage incidents/requests relating to radio, voice and data communications, providing 1st and 2nd line support, providing first class technical support/solutions and escalating calls where appropriate, working within an ITIL environment. The

postholder will support the Associate Partner in projects to provide highest quality radio, voice and data communications.

- Support the Associate Partner in identifying, justifying and implementing technical initiatives to benefit GMFRS, specifically in the areas of hardware, communications systems and communications security.
- With the Associate Partner, provide support for GMFRS Radio Communications Systems – Main Scheme and Portable, fire ground repeaters, Incident Command Vehicle communications, alerters and pagers, including where necessary, liaison with contracted suppliers.
- With the Associate Partner, provide support for GMFRS Telephone Systems – including effective maintenance arrangements, day to day operational changes to the systems/devices, planning and implementing upgrades and including where necessary, liaison with contracted suppliers.
- With the Associate Partner, provide support for GMFRS Mobile Telephone Systems – including effective maintenance arrangements, day to day operational changes to devices, planning and implementing upgrades and including where necessary, liaison with contracted suppliers.
- Provide procedural documentation to help non- technical colleagues understand technical problems.
- Ensure inventory control and documentation relating to procurement, hardware and licences are maintained.
- You may be required to work within a shift pattern covering current service hours Monday to Friday. The post may also require participation in an 'On-Call' rota outside of core working hours from home, including weekends.

Main Responsibilities – Directorate Specific:

- Provide a first point of contact, proactively responding to basic ICT and Systems related activity queries in a timely manner through various communication channels (telephone, email, letter, via system) and escalate to an Associate Partner or Partner where appropriate.
- Build effective relationships with the broader Corporate Support team, working collaboratively across the directorate.
- Communicate effectively to ensure all relevant stakeholders are informed and up to date with relevant information, statuses and progress.

- Produce, monitor and input accurate information into the relevant systems ensuring all data is up to date and inputted in a timely manner
- Accurately prepare documentation, communications and information including letters, emails, contracts and records.
- The role holder will work collaboratively across the directorate engaging with internal customers, clients and stakeholders to provide internal focused consultancy, support and guidance.

Key Requirements

Education, qualifications and associations

Essential

- Educated up to GCSE level or equivalent including Maths and English at Grade A* to C
- An NVQ or equivalent in a relevant discipline
- A relevant technical qualification

Desirable

- ITIL Foundation Certificate
- An understanding of ITIL best practice (**Service Operations & Radio**)
- Working towards ITIL Service Operations accreditation or relevant equivalent professional qualification/Membership (**Service Operations & Radio**)

Essential knowledge and experience

- Demonstrable experience of delivering excellent customer service
- Demonstrable knowledge and experience of providing administrative support
- Experience of using ICT systems
- Experience of delivering to set deadlines and changing priorities

Essential Skills & Behaviours

- Excellent relationship management skills with demonstrated ability to develop effective relationships with key stakeholders and colleagues
- Well-developed verbal and written communication skills, including report-writing and presentation
- Flexible and adaptable approach

- Excellent ICT skills - IT Literacy - experience with Microsoft Windows and the Office application suite
- Attention to detail, ability to work under pressure and good communication skills
- Methodical approach and ability to prioritise workloads
- Ability to build strong and trusting relationships with clients, customers and colleagues
- Clear focus on delivering positive outcomes
- Resilience and the ability to navigate through difficult situations

Corporate Commitments

- Promote and role model behaviours that ensure no discrimination against your fellow employees, or potential employees on the grounds of their sex, sexual orientation, marital status, race, religion, creed, colour, nationality, ethnic origin or disability.
- Safeguard at all times confidentiality of information relating to existing and former colleagues.
- Refrain from smoking in any areas of Service premises.
- Adhere to all relevant Service Policies and Procedures, behaving in a manner that reflects this.

Records Management/ Data Protection - As an employee of the Service, you have a legal responsibility for all records (including employee health, financial, personal and administrative) that you gather or use as part of your work with the Service. The records may be paper, electronic, microfiche, audio or videotapes. You must consult your manager if you have any doubt as to the correct management of the records with which you work.

Confidentiality and Information Security - As a Service employee you are required to uphold the confidentiality of all records held by the Service, whether employee records or Service information. This duty lasts indefinitely and will continue after you leave the Service employment. All employees must maintain confidentiality and abide by the Data Protection Act.

Data Quality - All staff are personally responsible for the quality of data entered by themselves, or on their behalf, on the Service's computerised systems or manual records (paper records) and must ensure that such data is entered accurately and, in a timely manner to ensure high standards of data quality in accordance with Departmental protocols.

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- To ensure data is handled in a secure manner protecting the confidentiality of any personal data held in meeting the requirements of the Data Protection Act 1998,

Health and Safety - All employees of the Service have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions. Employees are required to co-operate with management to enable the Service to meet its own legal duties and to report any circumstances that may compromise the health, safety and welfare of those affected by the Service's undertakings.

Service Policies - All Service employees must observe and adhere to the provisions outlined in these policies.

Equal Opportunities - The Service provides a range of services and employment opportunities for a diverse population. As a Service employee you are expected to treat all employees / partners / members of the public and work colleagues with dignity and respect irrespective of their background.

NB: This list of duties and responsibilities is by no means exhaustive, and the post holder may be required to undertake other relevant and appropriate duties as required.