

<b>Job Title</b>	Service Desk Team Leader (including specialisms)
<b>Department</b>	Service Desk
<b>Location</b>	Nottingham/Sheffield
<b>Reports to</b>	Service Desk Manager
<b>Staff Responsibility</b>	1-15 Service Desk Engineers
<b>General Overview of position</b>	<p>The service desk team leaders provides management to one or more PODs of service desk engineers.</p> <p>Responsible for ensuring delivery of agreed service levels.</p>
<b>Main duties &amp; responsibilities</b>	<ul style="list-style-type: none"> <li>- Direct line management for a team of up to 15 service desk engineers, providing feedback through 121s and formal reviews.</li> <li>- Monitoring and managing the service desk engineer's daily performance and productivity, assigning workload and tasks to meet customer demands</li> <li>- Mentoring and coaching members of the team, acting as a hierarchical and technical escalation point</li> <li>- Check and improve the quality of the service desks work, reviewing feedback and ticket information to improve the service offering.</li> <li>- Responsible for all tickets currently assigned to the service desk queue, monitoring breach status and open backlog, prioritising engineer effort and time to meet customer SLAs and KPIs</li> <li>- Engagement point with the customer for service improvements and initiatives to improve the customer offering.</li> <li>- Initial escalation point for end user issues and complaints.</li> <li>- Attending customer service reviews and operational service meetings.</li> <li>- Supporting the service transition process, onboarding new customer and new customer processes/technologies.</li> <li>- Provide input and reporting for service desk resource forecasting and planning on a regular basis.</li> <li>- Hiring and onboarding for assigned team, interviewing, selecting and inducting new starters into the team</li> <li>- Managing the engineer onboarding lifecycle from day 1 to probation completion.</li> </ul>

	<ul style="list-style-type: none"><li>- Ad hoc service desk projects and internal service improvements</li></ul> <p><b>ISO Accreditations:</b> Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.</p> <p><b>Equality, Diversity and Inclusion:</b> It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p>
<b>Other duties</b>	<ul style="list-style-type: none"><li>- Other such reasonable duties within the general scope of the job role, at the line managers direction.</li><li>- Some travel may be required on company business</li></ul>

## Person Specification

Essential	Desirable
<ul style="list-style-type: none"> <li>- Previous experience within a service desk or technical contact centre environment</li> <li>- Familiarity it ITSM practices (ITIL)</li> <li>- Familiarity with CRM/IT Case management software's</li> <li>- Excellent written and verbal communication</li> <li>- Diplomatic when faced with issues</li> <li>- Able to manage self and others during pressured situations</li> <li>- Ability to read and understand management information/reporting</li> <li>- Self motivator, and able to motivate others</li> <li>- Able to manage multiple competing stakeholder demands.</li> </ul>	<ul style="list-style-type: none"> <li>- Prior management or team leader experience</li> <li>- Understanding and management of telephony and chat platforms</li> <li>- Understanding and management of Service Desk ITSM tools</li> <li>- Understanding and management of Remote connect/control software</li> <li>- Technical competency for core technologies (Microsoft stack)</li> <li>- Ability to produce and interpret management information/report</li> </ul>

## Document Control

<b>File Name</b>	Service Desk Team Leader
<b>Author</b>	Alec Hughes
<b>Status</b>	Live
<b>Classification</b>	Private
<b>Location</b>	HR Hub

## Version Control

Version	Author	Change	Date
1.0	Alec Hughes	Template Change	January 2021
1.1	Greg Chamber	Including ML specialisms	February 2022

## Job Levels

Career Framework	Team Manager
<b>Definition</b>	First-line manager of a team of technical or operational employees. Is guided by existing policies and procedures through their line manager
<b>Contribution to Success</b>	Supports and facilitates others in the implementation of short term plans or works to achieve agreed goals. Is guided by existing policies and procedures through their line manager. Will look at ways to improve their own teams efficiencies
<b>Communication</b>	Will be involved in explaining facts, practices and policies. Will be required to influence their teams and customers. Coordinates day to day tasks
<b>Expertise</b>	Has knowledge of practices and procedures relevant to their area of work and how it impacts their department
<b>Leadership</b>	Will typically take direction from their line manager to enable them to lead day to day activity in their set department
<b>Values Statement</b>	Leads by example in displaying positive behaviours and instilling high performance within their teams, across the organisation and with customers

## Specialisms

## Multilingual – Service Desk Team Leader

<p><b>General Overview of position</b></p>	<p>To provide effective day to day management to an agreed set of responsibilities for multiple multilingual “PODs” that form part of the Littlefish Service Desk operation. To communicate effectively with the customer and internal stakeholders such as SDMs and SAMs to respond to queries in line with Littlefish standards and customer specific SLA’s. <u><i>This is a hybrid role, where required the ML SD Team Leader will undertake standard service desk agent responsibilities for designated PODs e.g. contact response, handling and resolution.</i></u></p> <p><u>Fluent in Portuguese and or other languages (customer dependent)</u></p>
<p><b>Main duties &amp; responsibilities</b></p>	<ul style="list-style-type: none"> <li>• Monitor and direct service desk agents in agreed PODs, as requested by the Head of Multilingual Service Delivery, to ensure contact answer performance is to contracted levels</li> <li>• Assist the Head of Multilingual Service Delivery to monitor and control service desk quality for incident and request management. This will typically include assigning tickets to service desk agents, monitoring agent workload and adjusting as necessary, monitoring ticket breach status and open backlog queues per agent and per POD. As necessary respond directly to negative customer satisfaction feedback working with the assigned SDM or Service Desk Manager as required</li> <li>• Performance Management. Undertake Quality Checks on ticket quality and compile productivity statistics for each engineer. Review Training needs on an individual basis.</li> <li>• Provide input to Service Desk resource management planning on a daily, weekly and monthly basis</li> <li>• 1-2-1’s. As directed by the Head of Multilingual Service Delivery, where necessary hold 1-2-1’s with engineers to provide feedback and manage individual performance</li> <li>• Undertake as necessary standard service desk agent responsibilities for designated POD e.g. contact response, handling and resolution</li> <li>• To prioritize, progress and resolve technical queries and service requests assigned to the individual in accordance with standard and customer specific service level agreements</li> </ul> <p><b>ISO Accreditations:</b> Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information</p>

	<p>Security systems, policies and procedures.</p> <p><b>Equality, Diversity and Inclusion:</b> It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p>
<b>Main duties &amp; responsibilities (continued)</b>	<ul style="list-style-type: none"> <li>• Mentoring other Service Desk Analysts in the team, acting as an internal escalation point and coach to junior members of the team</li> <li>• Make effective use of all personal and team time during any periods of inactivity.</li> <li>• Maintain personal qualifications and skill sets and ensure training is completed in line with business and personal needs</li> </ul>
<b>Other duties</b>	<p>Other such reasonable duties within the general scope of the job role, at the line managers direction.</p>

## Person Specification

Essential	Desirable
<p><b>Education/Qualifications:</b></p> <p>Management and Leadership Qualification. Any Relevant Microsoft Certifications.</p> <p><b>Experience:</b></p> <p>Be able to demonstrate IT related problem-solving skills IT infrastructure support working across a range of up to date technologies including Office 365, Exchange 2013, Windows 10, Active Directory, Apple OSX and iOS Professional Profile Pre-requisites include minimum 3 years previous Service Desk and customer experience; demonstrating excellent understanding of Service Desk requirements Undertaking or have undertaken specific team leader training</p> <p><b>Demonstrate collective responsibility and individual accountability:</b></p> <p>Behaves in a professional manner at all times Exhibits commercial awareness Excellent face to face communication skills Good telephone communication skills Good written communication skills Ability to communicate to all levels of the business when discussing issues &amp; functions of the Service Desk Operates well un-supervised Ability to supervise other less experienced team members Assesses risks effectively and the implications of his/her actions/advice to Littlefish and customer Prioritises tasks to achieve SLA's Deputise for Head of Multilingual Service Delivery when required</p>	<p><b>Education/Qualifications:</b></p> <p>ITIL Foundation Certificate (V4). Management and Leadership Qualification. Any Relevant Microsoft Certifications.</p> <p><b>Experience:</b></p> <p><u>Fluent in Portuguese and Spanish</u></p>

**Deliver on commitments:**

Takes ownership willingly  
Able to remain calm under pressure  
Manages customer's expectations effectively  
Can explain highly complex technical issues in  
"lay-man's" terms  
Proficient fault finder and problem solver.  
Flexible and adaptable to changing  
environments

**Strive to be flexible:**

Willing to work flexible hours as and when the  
need arises to cover shift patterns

**Show mutual respect:**

Is proactively innovative  
Is logical in approach  
Takes a long-term view  
Is helpful, fair and demonstrates a "give and  
take" attitude.  
Good timekeeper  
Demonstrates mutual respect for own and  
other team members  
Works as part of a team



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