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**Contracted Job Description – Senior Service Support Analyst Band 5**

**Recruitment role summary and candidate profile**

H-5-SM-BAND 5-TRD-1943-26 / H-5-SM-BAND 5-TRD-1943-9 / H-5-SM-BAND 5-TRD-1943-21 / H-5-SM-BAND 5-TRD-1943-13 / H-5-SM-BAND 5-TRD-1943-14 / H-5-SM-BAND 5-TRD-1943-10 / H-5-SM-BAND 5-TRD-1943-11 / H-5-SM-BAND 5-TRD-1943-15 / H-5-SM-BAND 5-TRD-1943-19 / H-5-SM-BAND 5-TRD-1943-20 / H-5-SM-BAND 5-TRD-1943-18 / H-5-SM-BAND 5-TRD-1943-16 / H-5-SM-BAND 5-TRD-1943-17 / H-5-SM-BAND 5-TRD-1943-7 / H-5-SM-BAND 5-TRD-1943-12

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| **Directorate: Live Services**  Live Services sits within the Transformation Directorate of the new NHS England, which brings together Health Education England, NHS Digital, NHS England and NHS Improvement into a new single organisation.  The Transformation Directorate’s vision is to deliver the best care and outcomes for the NHS and people that it serves, by improving our care pathways, rapidly adopting effective technologies, building on insights from data and cutting-edge research, and by transforming the way that we deliver care.  Live Services operates and manages business critical infrastructure and digital and data services that underpins the health and social care system. We are responsible for the reliability and performance of all live services through the use of standard frameworks and methodologies such as ITIL.  We manage and protect live service for all of our major IT systems. There are over 200 systems that cover all areas of health and social care |  |
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| **Knowledge** **Essential**   * A high level of computer literacy, with a good working knowledge and experience of using Microsoft Office products * Knowledge and experience of using helpdesk applications or similar data capture systems   **Desirable**   * Knowledge of the NHS. * Knowledge of information systems.  **Skills and Experience****Skills and Experience** The Service Management profession in Live Services have adopted the Skills Framework for the Information Age (SFIA). For this role, the post holder is expected to demonstrate ability and experience in the following:  **Essential SFIA skills:**   * **Service level management**   Monitors and logs the actual service provided, compared to that required by service level agreements.   * **Incident management**   Following agreed procedures, identifies, registers and categorises incidents. Gathers information to enable incident resolution and promptly allocates incidents as appropriate. Maintains records and advises relevant persons of actions taken.   * **Customer service support**   Responds to common requests for service by providing information to enable fulfilment. Promptly allocates unresolved calls as appropriate. Maintains records, informs users about the process and advises relevant persons of actions taken.  **Additional essential skills & experience for this role:**   * Good communication skills with the ability to communicate clearly and effectively with others via both oral and written means. * Effective problem-solving skills with the ability to understand a problem by breaking it down systematically into its component parts. * Proven ability to understand the needs of the internal/external stakeholder and keeping them in mind when taking actions or making decisions. * Ability to work under pressure to tight timescales. * Able to work independently at times and know when to escalate if necessary.   **Desirable SFIA skills:**   * Knowledge management * Security administration * Supplier management * Product Management  **Qualifications** **Essential**   * Educated to degree level or equivalent experience.   **Desirable**  ITIL Foundation V3 or V4, VeriSM Foundation or equivalent experience. | |

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| **About NHS England**  NHS England is the national information and technology provider for the health and care system.  Our team of 2,700 information analysis, technology and project management experts create, deliver and manage the crucial digital systems, services, products and standards upon which health and care professionals depend, working in partnership with both national and local organisations. Our vision is to harness the power of information and technology to provide better health and care.    NHS England works within NHS Terms and Conditions of employment, this Job Description is supported by an [NHS England Profile](https://gbr01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fhscic365.sharepoint.com%2FHumanResources%2FDocuments%2FForms%2FAllItems.aspx%3Fid%3D%252FHumanResources%252FDocuments%252FProfessional%2520Job%2520Descriptions%252FNHS%2520DIgital%2520Role%2520Profiles&data=05%7C02%7Cbecky.marshall%40nhs.net%7Caf6b8caae5974feffb9708dc5eee19cf%7C37c354b285b047f5b22207b48d774ee3%7C0%7C0%7C638489623919739665%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=%2BQrMsDGOzI8wHnGUx6Z44qKBAfyMBR3EhzCgknzjosM%3D&reserved=0) which provides more information on the level of skills at which we would expect our people to operate **NHS England Values and Behaviours** Having listened to our staff over the last year, we aim to create a healthy and high performing organisation, underpinned by the NHS Constitution values:   * Working together for patients * Respect and dignity * Commitment to quality of care * Compassion * Improving lives * Everyone counts   Our people all have a part to play in helping to shape and develop our culture and in embedding and living these values.  **Our behaviours**  Leading by example:   * We prioritise patients in every decision we take. * We listen and learn. * We are evidence-based. * We are open and transparent. * We are inclusive * We strive for improvement |