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| Detailed Job Specification Post DetailsUID: H-4-SM-BAND 4-TRD-2218-4 / H-4-SM-BAND 4-TRD-2218-30 / H-4-SM-BAND 4-TRD-2218-292024 Post Title: Service Desk AnalystBand: 4   |
| Post SummaryThe role of the Service Desk Analyst will report into the Service Desk Team Manger. They will act as first point of contact providing timely, effective and efficient support to stakeholders including NHS England Internal customers and NHS professionals. This will include including receiving, recording, resolving queries where possible, routing and monitoring support/service requests including additional administrative duties across the wider team as required.In addition to 1st line support duties the role will require the individual to become a specialist in key areas providing a knowledgeable 2nd line support within the Service Desk team, managing the relationships with the business and transferring and sharing knowledge to the 1st line support team.This is a shift working position covering 24/7/ 365 days per year where hours worked are on a rota basis and will be confirmed at point of advert.**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.   |
| Key Result Areas Responsibility for Communication and Relationships* Act as first point of contact for the programmes, products and services offered and supported by the NHS England via telephone, email, web, fax and correspondence
* Provides support to a broad range of both internal and external stakeholders, providing both product and service information to a non-technical audience in a professional and customer focussed manner.
* Liaise and maintain good relationships with other business areas and 2nd line support groups, in particular own area of specialism ensuring the quality and accuracy of information is maintained at all times
* Liaise with internal and 3rd party partners/stakeholder desks as required including digital and technology specialist teams.
* To maintain good relationships with 2nd line support groups, ensuring quality and accuracy of information is maintained at all times and where necessary ensures accurate communication of High Severity/Sensitive Service Incident

Responsibility for Analysis and Judgement* Ensures that enquiries, incidents and requests are handled according to agreed procedures whilst sensitively dealing with difficult situations ensuring that escalation procedures are followed as and when required, ensuring that all stakeholder contacts are resolved within Service Level Agreements
* To investigate and resolve requests utilising the appropriate infrastructure effectively and efficiently. This may include the telephone, e-mail, web sites, knowledge management tools and the IT Service Management systems. These include bespoke systems and the use of everyday desktop software e.g. Microsoft Office suite
* Analysis and fault finding in respect of publications, tools, data extracts and systems
* To actively, identifiy, analyse, seek clarification from subject matter expert prior to entering keywords/resolutions, guidance ino the relevant storage facility used as a source of or Information knowledge base
* Identify queries that are outside the scope of the Service Desk and allocate them to 2nd line support for further investigation and resolution
* To track and monitor calls and implement escalation procedures as required ensuring that all stakeholder contacts are resolved within Service Level Agreements.

Responsibility for Planning and Organisation* Plans and organises straightforward activities and provides administrative support to staff, using organisation and prioritisation skills to manage own workload.
* Co-ordinates events involving external and internal clients.
* Undertake business specialist role acting as internal Service Desk 2nd line support.
* Engage with business area as the Service Desk dedicated specialist on a regular basis to review 2nd line performance
* Support specific Project meetings in relation to specialist area, being proactive in ensuring the project lead is provided with timely and relevant information, document actions assigned to the Contact Centre for action ensuring feedback is provided which has the potential to impact on decisions prior to go live.
* Assists senior members of staff with project work, co-ordinating and contributing as and when required.

Responsibility for Policy and Service Improvement & Development * To adhere to Service Desk procedures and working practices
* To contribute and to Implement improvement initiatives, such as additions to FAQs and improvements to Service Desk processes
* Updating existing knowledge base articles and creating new ones relating to new work and processes ensuring that key information is relayed to the service desk team
* Supports Business Continuity and Disaster Recovery initiatives
* Support and contribute to the problem management process by actively linking incidents to problem records

Responsibility for Financial and Other Physical Resources * Responsible for safe use of expensive own equipment and those of others
* Dismantling and assembling equipment for use by other staff.

**Responsibility for Human Resources** * Provides supervision, support and guidance to junior members of staff cultivating a supportive and developmental environment.
* Contribute towards your own appraisal process, gathering evidence towards the Performance and Development Review (PDR) process
* Provides induction training around own area of work to new starters confidently and competently.
* May be required to deputise for other Service Desk staff when necessary.
* Actively participate in induction and ongoing training to deliver the needs of the business.
* Increase knowledge of other services to support cross-training initiatives.
* Take responsibility for own development whilst undertaking training identified by the supervisory/

management teamResponsibility for Information Resources* Review, maintain and develop Service Desk documentation to include; Procedures, Work Instructions, Work flow diagrams in relation to specialist responsibilities by creating and analysing personal and team call statistics
* Working with team members in the gathering/collection and collation of information for performance reporting
* To be proactive in supplying information and articles for inclusion in building and maintaining the accuracy of the Information knowledge base database
* Creates accurate and bespoke records to support stakeholder enquiries by ensuring records are up to date
* To provide accurate and bespoke/relevant management information in relation to specialist area of support, in line with Business area requirements
* Creating and analysing reports to ensure various work streams are efficiently managed and any changes required are implemented effectively

Responsibility for Audit, Research & Development * Research, investigate and resolve information requests via email and telephone
* Regularly participates in team surveys and audits
* Responsible for regular quality checks and auditing of projects, new and ongoing services, ensuring compliance with policies and procedures.

Freedom to Act* Ability to prioritise and re-prioritise workload on a daily basis to accommodate frequent, unexpected urgent data requests and Parliamentary Questions
* Provides First Line desk support to a broad range of both internal and external stakeholders, providing both product and service information in a professional and customer focussed manner.
* Escalates or assigns support requests to the appropriate resolving teams
* Works flexibly to ensure that Service Levels are met
* Is security aware and actively challenging individuals in line with procedure when receiving password unlock and reset requests
* Ensures relevant consent is gained before accessing systems and information and adhering to the terms of the consent
* Ensure adherence to Information Governance guidelines and local procedures e.g. Service Desk standards
* Communicates all service impacting issues to the relevant Support / Management teams

**Responsibility for Health, Safety and Security*** All NHS England employees have a statutory duty of care for their own personal safety and that of others who may be affected by their acts or omissions and to co-operate with the organisation in adhering to statutory and departmental safety regulations
* Ensures projects and releases adhere to the security and information governance standards and requirements, as defined by the NHS England

**Responsibility for Equality, Diversity and Rights*** The NHS England is committed to being an organisation which is pro-diversity and anti-discriminatory. All staff members have a responsibility to treat all colleagues and stakeholders with respect, and to ensure that the work environment is secure, mutually supportive and free from harassment and discrimination. All employees must be aware of their obligations to abide by the spirit and nature of relevant organisation policies
* Maintains an up to date knowledge of the parameters of legislation and the organisation’s policies and procedures related to equality and diversity

**Responsibility for Quality*** Supports the quality assurance demands of the business area both internally and externally
* Quality assures provided services whenever appropriate.
* Provides focussed knowledge transfer in service change methods as part of project work to a variety of stakeholders
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| Flexibility This job description is not exhaustive and may change as the post or the needs of the service develop. Such changes will be subject to consultation between the post holder and their assignment manager and, if necessary, further job matching or evaluation.  |

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| **Additional Information: Effort and Working Conditions**  |
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| Emotional Effort | **Yes** | **No** | **Examples** |
| Giving unwelcome news to customers or staff | x |  | Advising stakeholders that their requests cannot be met |
| Dealing with difficult situations | x |  | Communicating with a diverse customer base who can be aggressive, unwilling to listen and may be threatening. |
| Providing counselling or coaching to staff |  | x |  |
| Communicating life changing events |  | x |  |
| Dealing with people with challenging behaviour | x |  | Taking calls from patients who may have disabilities affecting their ability to communicate verbally. |
| Other |  |  |  |

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| Physical Effort | **Yes** | **No** | **Examples** |
| Working in unpleasant physical conditions |  | x |  |
| Lifting weights or equipment with or without mechanical aids |  | x |  |
| Making repetitive movements  | x |  |  |
| Fine manipulation of objects or multiscreen use |  x |  | Keyboard/ VDU use  |
| Standing/sitting with limited scope for movement for long periods | x |  | VDU use Connected to Phone/VDU continuously with the exception of agreed breaks unable to move away from desk |
| Other |  |  |  |
| Mental Effort | **Yes** | **No** | **Examples** |
| Carry out formal training or assessments  |  | x |  |
| Analyse statistics | x |  | Navigate the customer through different publication reports assisting with analysis.Preparing daily, weekly, monthly reports for the service desk and other business areas |
| Operate equipment |  | x |  |
| Give evidence in a formal hearing or tribunal  |  | x |  |
| Attend meetings (describe role) | x |  | Team Meetings, Presentations Project meetings, new business meetings to provide input and requirements to support the service |
| Prepare detailed reports | x |  | Preparation of management information e.g. performance statistics |
| Check documents | x |  | Quality checking of all logs |
| Carry out calculations | x |  | Spreadsheets re call durations SLAs |
| Carry out fault finding | x |  | Reviewing audit trails, amending inaccuracies, informing teams of errors. |
| Other | x |  | Requires high level of concentration in an environment which is unpredictable and generates constant interruptions – Interacting with Patients/Customers and their systems and data |
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| Working Conditions | **Yes** | **No** | **Examples** |
| Excessive temperatures or noise |  | x |  |
| Use of VDU more or less continuously | x |  | Using computer systems for prolonged periods |
| Driving/being driven in normal situations |  | x |  |
| Exposure to aggressive verbal behaviour where there is little/no support | x |  | May be exposed to aggressive verbal behaviour |
| Other |  |  |  |

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# Person Specification

**Post Title*:***

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|  | **Essential –** at recruitment,those needed by the post holder to meet the requirements of the job description to a satisfactory level. | **Desirable -** Extra factors that can be used to choose between candidates who meet the essential criteria |
| **Qualifications** | * Diploma qualification and knowledge of one or more computer systems.
* HND or equivalent experience
 | * NVQ level 3 in admin
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| **Knowledge** | * Knowledge of the NHS
* Knowledge of Service Desk Systems
* Knowledge of Excel spreadsheets
* Sound working knowledge of Microsoft Office
* Working within a continuous Improvement Culture
* Knowledge of Project Support/ Management
 | Knowledge of Data Protection Act, Freedom of Information and Data re-use policies* Knowledge of working with Microsoft Dynamics CRM
* Knowledge of working with CISCO telephone systems
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| **Skills & Experience** | * Extensive Customer Service experience
* Excellent communication skills both written and verbal
* Ability to work in a challenging environment
* Ability to Interact positively with stakeholders both Internal and External
* Ability to prioritise and re-prioritise workload on a daily basis to accommodate frequent, unexpected urgent data requests working to conflicting deadlines
* Planning meetings and seminars in advance with external customers
* Ability to produce minutes of meetings with Internal/External colleagues
* Excellent keyboard skills
* Good organisational skills
* Good planning and delivering skills
* Ability to input data accurately and identify errors or inconsistencies in numerical, personal data or financial data.
* Excellent Telephone Manner

  | * Events Management
* Willingness to learn and develop advanced skills in relevant specialist area
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| **Other** | * Excellent Team Player, friendly
* Enthusiastic and self-motivated
* Reliable and committed
* Discreet, confidential, organised
* Flexible approach to work
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