



# HILLINGDON

LONDON

## Job Profile

---

<b>JOB TITLE:</b>	Apprentice Service Desk Agent
<b>GRADE:</b>	Apprenticeship Level 3
<b>POST NO:</b>	26661
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	N/A - No DBS Required
<b>GROUP:</b>	Technology
<b>SERVICE:</b>	Corporate Services
<b>SFIA Level of Responsibility:</b>	2

### REPORTING STRUCTURE

<b>Reports to:</b>	Enterprise Service Desk Manager
<b>Direct Reports:</b>	None
<b>Indirect Reports:</b>	None

### ROLE PURPOSE:

The Apprentice Service Desk Agent handles user interactions, fulfils user requests, and manages some categories of requests for change. Additionally, they investigate, escalate, or resolve service disruption incidents promptly.

As the first point of contact for users, the Apprentice Service Desk Agent is essential to the council. They possess extensive experience and skill in software systems, communicate effectively, and maintain a positive, client-focused demeanour.

## **SFIA Level of Responsibility: Level 2**

### **Autonomy**

Works under routine direction. Receives instructions and guidance, has work regularly reviewed.

### **Influence**

Is expected to contribute to team discussions with immediate team members. Works alongside team members, contributing to team decisions. When the role requires, interacts with people outside their team, including internal colleagues and external contacts.

### **Complexity**

Performs a range of work activities in varied environments.

### **Knowledge**

Applies knowledge of common workplace tasks and practices to support team activities under guidance.

### **Business skills / Behavioural factors**

#### **Decision-making**

- Uses limited discretion in resolving issues or enquiries.
- Decides when to seek guidance in unexpected situations.

#### **Planning**

- Plans own work within short time horizons in an organised way.

#### **Collaboration**

- Understands the need to collaborate with their team and considers user/customer needs.

#### **Problem-solving**

- Investigates and resolves routine issues.

#### **Improvement mindset**

- Proposes ideas to improve own work area.
- Implements agreed changes to assigned work tasks.

**Creativity**

- Applies creative thinking to suggest new ways to approach a task and solve problems.

**Communication**

- Communicates familiar information with immediate team and stakeholders directly related to their role.
- Listens to gain understanding and asks relevant questions to clarify or seek further information.

**Leadership**

- Takes ownership to develop their work experience.

**Adaptability**

- Adjusts to different team dynamics and work requirements.
- Participates in team adaptation processes.

**Learning and development**

- Absorbs and applies new information to tasks.
- Recognises personal skills and knowledge gaps and seeks learning opportunities to address them.

**Digital mindset**

- Has sufficient digital skills for their role; understands and uses appropriate methods, tools, applications and processes.

**Security, privacy and ethics**

- Has a good understanding of their role and the organisation's rules and expectations.

# Job Description

## Apprentice Service Desk Agent

---

### 1. Resident & Community Contribution

- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

### 2. People Management

- No direct supervisory responsibility however may be requirement to assist in induction and training of peers and new employees.

### 3. Operational Service Delivery

- Responds to service requests from users and provides excellent customer service and support.
- Accurately raises, troubleshoots and resolves Incidents and service requests.
- Triage incoming requests and where appropriate, reroutes service requests to the appropriate officer or team.
- Identifies incidents, investigates potential causes, diagnoses the severity, impact and appropriately escalates or resolves incidents.
- Effectively escalates more advanced requests or incidents to the appropriate escalation paths, with clear definitions and description and within strict adherence to service level and response targets.
- Effectively completes tasks and carries out agreed procedures within their remit.
- Clearly documents action taken on requests and incidents and maintains an accurate record for future reporting
- Updates documentation to maintain up to date knowledge articles

### 4. Service Planning & Development

- Maintain knowledge of the current Team Plan and understanding of own contribution in order to ensure delivery of this plan.

## **5. Financial & Resource Management**

- To demonstrate cost-consciousness and identify any cost effective changes to own way of working.

## **6. Service Improvement**

- To identify and suggest any improvements to current ways of working in order to deliver a more efficient and effective service for customers. This includes but is not limited to:
  - Customer Feedback
  - Documentation & Reporting
  - Training & Development

## **7. Contacts**

- All officers within LBH including Heads of Service, Directors, Members and some interaction with 3<sup>rd</sup> party suppliers.

## **8. Additional Responsibilities**

- Complete other reasonable tasks in order to fulfil role purpose or as instructed by management.
- Participate in the councils emergency planning arrangements / rota.
- Participate in the Technology teams out of hours support rota, to provide emergency support to teams working outside office hours.

## **9. Key Performance Indicators**

- Delivery against any agreed Service Levels.
- Delivery against allocated budgets and MTFF saving targets.
- Delivery against agreed PADA objectives

This profile/JD is not intended to be an exhaustive list of duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations will form part of this role.

# Person Specification

## Apprentice Service Desk Agent

This person specification will be used for recruitment to the Apprentice Service Desk Agent vacancy in LBH. It will form the basis of the application form, and

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
This apprenticeship is designed for working as a junior service desk agent or similar role, those who have 12-18 months of IT support experience, those who have A Levels (including Computer Science) or a BTEC in ICT	<input checked="" type="checkbox"/>	
Evidence of CPD	<input checked="" type="checkbox"/>	
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL	DESIRABLE
Ability to work flexibly to meet the needs of service, including some out of hours work required.	<input checked="" type="checkbox"/>	
3. EXPERIENCE	ESSENTIAL	DESIRABLE
Experience in a user/customer support role	<input checked="" type="checkbox"/>	
Experience in various ICT Technologies	<input checked="" type="checkbox"/>	
Experience of ITIL Methodology	<input checked="" type="checkbox"/>	
4. KNOWLEDGE & SKILLS	ESSENTIAL	DESIREABLE
Excellent verbal, written communication, and interpersonal skills, able to analyse information	<input checked="" type="checkbox"/>	
and interpret it for non-experts liaise effectively with a wide range of stakeholders.		<input checked="" type="checkbox"/>
effectively with the Microsoft Office365.	<input checked="" type="checkbox"/>	
Good attention to detail and organisation skills the ability to plan and meet deadlines.	<input checked="" type="checkbox"/>	
5. COMPETENCIES	ESSENTIAL	
<b>Residents and Community Focus</b>  Putting Our Residents First'. Delivers the Customer Care Promise; is welcoming, helpful & polite. Engages, empathises and takes ownership. Gives clear information about service standards and timescales. Treats all customers and colleagues with dignity and respect.	<input checked="" type="checkbox"/>	

<p>Aware of Local Government purpose &amp; Nolan principles including integrity, openness and honesty. Adopts a 'One Council' perspective on service delivery.</p>		
<p><b>Accountability and Delivery</b></p> <p>Plans, prioritise &amp; organises workload to meet responsibility for outcomes (positive and negative).</p> <p>Considers financial implications of service delivery.</p>	<input checked="" type="checkbox"/>	
<p>Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p> <p><b>Inspirational Collaboration</b> contributes to team meetings and decisions.</p> <p>Takes responsibility for own development and wellbeing. Encourages constructive feedback and is self-aware of own strengths, wellbeing and development needs. Actively participates in learning activities and applies new knowledge and skills in the</p>	<input checked="" type="checkbox"/>	
<p>workplace.</p> <p><b>Drives Change and Improvement</b></p> <p>suggests new ways of doing things. Willing to try new things, accepts responsibility and learns from own mistakes</p> <p>Remains positive and engages with change and service improvement. Remains open-minded to new ideas.</p>	<input checked="" type="checkbox"/>	

## **Our values**

### **Respect**

We appreciate what makes us different and include everyone.

- We recognise that we all have unique talents, skills and experiences.
- We provide a professional service to our residents and colleagues and lead by example.
- We celebrate diversity and ensure our working practices are inclusive.

### **Collaborative**

We believe in the power of working together.

- We work collaboratively as one council.
- We promote creativity and innovation to improve outcomes for all.
- We recognise the strength of sharing knowledge and experience.

### **Efficient**

We deliver the best possible outcome by carefully managing our resources.

- We are empowered to deliver the most efficient outcome.
- We harness new technology and tools to deliver our services efficiently.
- We look after our finances and maximise value for money for residents.

### **Integrity**

There is no gap between what we say and do.

- We choose what is right over what is easy.
- We trust and support each other to get the job done.
- We are responsible and accountable for our actions, both good and bad.

### **Open and honest**

We are transparent in the actions and decisions we take.

- We provide a safe space to have truthful discussions in a positive way.
- We encourage constructive feedback without fear of judgement.