



# HILLINGDON

LONDON

## Job Profile

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<b>JOB TITLE:</b>	Service Desk Agent
<b>GRADE:</b>	SO1
<b>POST NO:</b>	30706, 30707
<b>JOB TIER:</b>	5 (non-management)
<b>DBS CHECK:</b>	Standard
<b>GROUP:</b>	Technology
<b>SERVICE:</b>	Corporate Services
<b>SFIA Level of Responsibility:</b>	3

### REPORTING STRUCTURE

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

### ROLE PURPOSE:

The 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 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 3**

### **Autonomy**

Works under general direction to complete assigned tasks. Receives guidance and has work reviewed at agreed milestones. When required, delegates routine tasks to others within own team.

### **Influence**

Works with and influences team decisions. Has a transactional level of contact with people outside their team, including internal colleagues and external contacts.

### **Complexity**

Performs a range of work, sometimes complex and non-routine, in varied environments.

### **Knowledge**

Applies knowledge of a range of role-specific practices to complete tasks within defined boundaries and has an appreciation of how this knowledge applies to the wider business context.

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

#### **Decision-making**

- Uses discretion in identifying and responding to complex issues related to own assignments.
- Determines when issues should be escalated to a higher level.

#### **Planning**

- Organises and keeps track of own work (and others where needed) to meet agreed timescales.

#### **Collaboration**

- Understands and collaborates on the analysis of user/customer needs and represents this in their work.

#### **Problem-solving**

- Applies a methodical approach to investigate and evaluate options to resolve routine and moderately complex issues.

#### **Improvement mindset**

- Identifies and implements improvements in own work area.
- Contributes to team-level process enhancements.

#### **Creativity**

- Applies and contributes to creative thinking techniques to contribute new ideas for their own work and for team activities.

#### **Communication**

- Communicates with team and stakeholders inside and outside the organisation clearly explaining and presenting information.

- Contributes to a range of work-related conversations and listens to others to gain an understanding and asks probing questions relevant to their role.

### **Leadership**

- Provides basic guidance and support to less experienced team members as needed.

### **Adaptability**

- Adapts and is responsive to change and shows initiative in adopting new methods or technologies.

### **Learning and development**

- Absorbs and applies new information effectively with the ability to share learnings with colleagues.
- Takes the initiative in identifying and negotiating their own appropriate development opportunities.

### **Digital mindset**

- Explores and applies relevant digital tools and skills for their role.
- Understands and effectively applies appropriate methods, tools, applications and processes.

### **Security, privacy and ethics**

- Applies appropriate professionalism and working practices and knowledge to work.

# Job Description

## Service Desk Agent

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### 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
- Lead training & development sessions that may involve 1:1 or small group training for end users.

#### **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

## Service Desk Agent

This person specification will be used for recruitment to the Service Desk Agent vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL	DESIRABLE
Degree level in relevant field (Computer Science) or equivalent experience		<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 the service, including some out of hours work as 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 (Including SFIA Core Competencies)	ESSENTIAL	LEVEL REQUIRED
<b>Customer service support CSMG</b> Acts as the routine contact point, receiving and handling requests for support. Responds to a broad range of service requests for support by providing information to fulfil requests or enable resolution. Provides first line investigation and diagnosis and promptly allocates unresolved issues as appropriate. Assists with the development of standards, and applies these to track, monitor, report, resolve or escalate issues. Contributes to creation of support documentation.	<input checked="" type="checkbox"/>	3
<b>Incident management USUP</b> Provides first line investigation and gathers information to enable incident resolution and allocate incidents. Advises relevant persons of actions taken.	<input checked="" type="checkbox"/>	3
<b>Knowledge management KNOW</b> Maintains a knowledge management database. Leverages knowledge of a specialism to capture and classify content, taking expert advice when required.	<input checked="" type="checkbox"/>	2
<b>Methods and tools METL</b> Provides support on the use of existing methods and tools. Configures methods and tools within a known context. Creates and updates the documentation of methods and tools.	<input checked="" type="checkbox"/>	3
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 deadlines. Is quality orientated and accepts responsibility for outcomes (positive and negative).</p> <p>Considers financial implications of service delivery. Cost-conscious, aware of budgetary controls and escalates decisions where appropriate.</p>	<input checked="" type="checkbox"/>	
<p><b>Inspirational Collaboration</b></p> <p>Engages with Council's vision and priorities and takes 'One Council' view. Actively listens and 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 workplace.</p>	<input checked="" type="checkbox"/>	
<p><b>Drives Change and Improvement</b></p> <p>Solution focused, challenges existing practices and 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.