JOB DESCRIPTION

Function:	Service Operations – IS&T
Position:	**CRC SERVICE SUPPORT TEAM LEADER**
Job holder:	
Date (in job since):	
Immediate manager (N+1 Job title and name):	Head of IS&T – CRC, Leanna Green
Additional reporting line to:	None
Position location:	Salford

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1. Purpose of the Job – State concisely the aim of the job.

- Develop, improve and maximise the performance of the CRC IT Support Technicians located in each CRC delivering the first and second line support to staff and business operations
- Manage on a day to day basis the supplier relations to maximise the efficiency and quality of the contract and the deliverables associated with
- Actively engage with business stakeholders improve the efficiency of the systems deployed and utilised through system improvements and change management
- Support the delivery of security controls for ISO27001 and protectively marked system and tools, and undertaken necessary audits providing written evidence as required
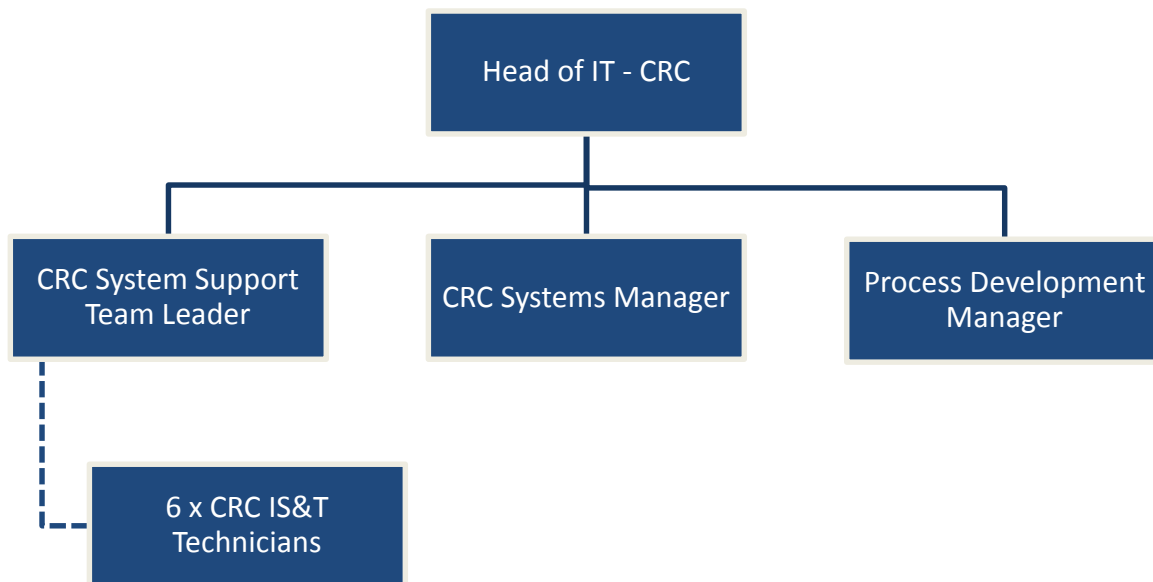- Manage SLA performance across all CRCs.

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2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

Financial: None in role

Staff: 6 indirect reports

Other: Provide services on site Monday to Friday during standard office hours

Undertake travel across all 6 CRCs and to Salford on a regular basis

Provide services to a total of > 2000 staff across the CRC

Act as escalation point for external suppliers for service support purposes

STOP HUNGER
A Sodexo Initiative

3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. Please show the job titles not the actual   people doing the role, i.e. Finance Manager, Project Manager

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                        │   Head of IT - CRC   │
                        └──────────┬──────────┘
          ┌────────────────────────┼────────────────────────┐
 ┌────────┴─────────┐    ┌─────────┴─────────┐    ┌──────────┴──────────┐
 │ CRC System Support│    │ CRC Systems Manager│    │ Process Development │
 │   Team Leader     │    │                    │    │      Manager        │
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  ┌───────┴────────┐
  │  6 x CRC IS&T  │
  │   Technicians  │
  └────────────────┘
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4. Context and main issues – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- This role will be required to work within the guidelines specified in ISO27001
- This role will have to ensure that all solutions implemented is compliant and provides the deliverables specified in the ARSA for each CPA
- This role will be require to work within the boundaries of the contract between Sodexo and SCC to ensure compliance to PGA/PSN standards on a multi tenancy system
- This role will be required to work within the boundaries of contracts between Sodexo and other suppliers to maintain CESG accreditation.
- Engagement and compliance from each CRC to achieve one common goal and solution will be an obstacle in this role which will need to be overcome.
- This role will be required to establish compromises across all sectors of the business both internal and external to the CRCs and Sodexo.

5. Main assignments – Indicate the main activities / duties to be conducted in the job.

- Work with the wider IS&T group to ensure alignment to central, established processes.
- Ensure all CRCs are covered with IS&T support during normal business operating hours
- Continually improve the efficiency and productivity of the wider team through use of the information from incidents and problem management systems

- Lead in the resolution of business problems by providing detailed advice and guidance to all levels of customers in the expert use of systems, products and services available to them; demonstrating ingenuity in applying knowledge to complex and non-standard situations

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6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Develop the work of the CRC IS&T Technicians to ensure services are delivered with SLAs and to meet business needs
- Monitor the SLAs weekly to reduce the out of SLA rates to comply with overall policies
- Identify, develop and deploy CRC IS&T processes
- Identify opportunities for improvement and efficiency gains to reduce costs and increase effectiveness within the CRC IS&T responsibilities
- Monitor incidents, status and speed of resolution of enquiries and problems; is pro-active in devising improvements and recommending changes to systems, products or services

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7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

Essential
- Minimum, ITIL Foundation certification
- A minimum of 3 years' experience of working in an IS&T environment
- Excellent and effective interpersonal, leadership and communication skills with internal and external stakeholders
- Demonstrable understanding of IS&T functions
- Demonstrable knowledge and application of developing IS&T Business Processes
- Ability to document and communicate complex procedures in a simplistic manner.
- Excellent customer facing skills and a passion for support
- Logical and Analytical approach to fault finding/elimination
- Effective communicator in translating reported issues to technical resolution specialists
- Ability and willingness to travel to meet Business stakeholders
- Knowledge of operating in Protectively marked operation
- Must achieve clearance to work on systems at "Official" status
- Experience of managing or leading small disparate teams

Desirable
- Knowledge and experience of working in a CRC environment
- Microsoft qualification at MSDT/MCSE or similar
- Basic understanding of networking principles WAN and hands on knowledge for LAN
- Knowledge and experience of working with processes tools, eg Microsoft Visio

8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

■ Growth & Customer Satisfaction / Quality of Services provided	■ Leadership & People Management
■ Rigorous management of results	■ Innovation and Change
■ Employee/Business Engagement	
■ Learning & Development	

9. Management Approval – To be completed by document owner

Version	1.1	Date	1st Sept 2016
Document Owner	M. Mitchelson		