

JOB DESCRIPTION (v2)

Vacancy reference:	SRF31718
Post Title:	Customer Experience Manager
Grade:	7
School/Department:	Digital Technology Services (DTS)
Reports to:	Head of Customer Experience & Service Delivery
Responsible for:	2 x Senior Service Desk Analysts 10 x Service Desk Analysts

Purpose

The role of the Customer Experience Manager is to improve DTS understanding of customers' current and future needs and to integrate that thinking into strategic, tactical and operational activities. This will involve close work with the DTS Business Partners and with customer surveys and focus groups.

The post holder leads the Service Desk Team and is accountable for the development of the Service Desk function. The post holder is responsible for driving and embedding a customer focused culture within the department.

Main duties and responsibilities

1. Motivate and lead the Service Desk Team, promoting customer service and instilling best practice and commitment to the values of the University
2. Responsible for line management of the Senior Service Desk Analysts and the Service Desk Analysts. This includes: setting of objectives; management of planned and unplanned absence; undertaking Personal Development Reviews (PDR); workload management; line management role as set out in Disciplinary, Grievance and Performance Management Procedures.
3. Work with the DTS Business Partners and customers to understand competing customer demands and how that impacts our services
4. Manage the operational function of the Service Desk team including arranging staff shift patterns, rotas and that work loads are balanced across the team and that key events in the University calendar (e.g. Welcome Week, Clearing) are staffed appropriately
5. Ensure that incidents and requests are dealt with promptly by the team and are appropriately routed to other DTS teams as required
6. Lead the development of SLAs and KPIs for the Service Desk function, working with the Deputy Directors, DTS Business Partners and customers
7. Monitor service performance in the Service Desk against agreed KPIs and take mitigating actions where appropriate
8. Develop and maintain a skills matrix for the team, identifying areas where training is required
9. Propose and support improvements to the Service Desk function
10. Accountable for service and/or process ownership according to ITSM best practice

11. Ensure that operational processes and knowledge relating to the work of the Service Desk Team are documented, maintained and reviewed regularly to maintain their effectiveness and efficiency
12. Coordination and communication relating to critical incidents including the management of all related incidents and communication to customers through channels such as email, blogs and Twitter
13. Participate in DTS's change control processes
14. Ensure that customers are kept informed of the status of IT systems and services
15. Identify patterns in incidents for problem management purposes
16. Perform post-resolution follow-ups to escalated service requests and incident reports
17. Work with other DTS managers and project managers to plan the support, documentation and communication required for new services, new releases and other changes to production systems
18. Contribute to the development of standards and guidance that supports the University's information security policy
19. Keep up to date with relevant developments external and internal to the University and assess their implications for DTS in terms of changes to service or service levels
20. Engage with staff in similar positions in other HE institutions to share good practice

Supervision received

The post holder will report to the Head of Customer Experience & Service Delivery.

Supervision given

The post holder will line manage the Service Desk Team and will be expected to cover for other managers in the Service Delivery and Operations Group in the event of absence.

Contact

It is expected that the post holder will establish strong links and collaborate with relevant service managers within the University of Reading.

The post holder is responsible for the delivery of the Service Desk Function and this will involve liaison with senior managers and group managers within DTS.

It is expected that the post holder will have contacts with staff with similar responsibilities at other HE institutions through national email lists and attendance at relevant events.

Terms and conditions

There are no specified hours of work, but you will be required to work such hours as are necessary to carry out the duties associated with the post. Flexibility will be required to ensure that service is maintained within normal working hours. Planned maintenance is scheduled for Tuesday evenings wherever possible with time off in lieu available for such working. Overtime is not payable.

The post holder may be required to be onsite or be on call for specific events or when a critical or major incident occurs. Additional payments will apply in these circumstances.

This document outlines the duties required for the time being of the post to indicate the level of responsibility. It is not a comprehensive or exhaustive list and the line manager may vary duties from time to time which do not change the general character of the job or the level of responsibility entailed.

Date assessed:

PERSON SPECIFICATION

Job Title	School/Department
Customer Experience Manager	Digital Technology Services

Criteria	Essential	Desirable
Skills Required	<ul style="list-style-type: none"> • Leadership skills and the ability to influence and motivate others • Excellent IT troubleshooting skills with the ability to track problems across multiple systems • Able to take responsibility for problems and work with little direct supervision • Good team working ability • Effective delegation • Excellent communication skills, including presentation of technical issues for non-specialist audiences • Ability to work effectively under pressure • Staff scheduling and effective resource planning • Ability to take innovative approaches to problem solving 	<ul style="list-style-type: none"> • Project management (ideally PRINCE2 based)
Attainment	<ul style="list-style-type: none"> • Educated to degree level or able to demonstrate an equivalent level of professional learning and development • ITIL Foundation • A keenness to maintain and develop technical skills across different disciplines 	<ul style="list-style-type: none"> • ITIL Service Operation • SDI Service Desk Manager
Knowledge	<ul style="list-style-type: none"> • Thorough understanding of best practice relating to incident management • Thorough understanding of the business needs of 	<ul style="list-style-type: none"> • Thorough understanding of industry best practice relating to change and release management

	University customers and users	
Relevant Experience	<ul style="list-style-type: none"> • Experience of leading a team of IT support staff • Experience of using a service management tool in a large institution or company • Experience in liaison with senior customers • Experience of the collection and analysis of service metrics • Understanding of the real and stated needs of customers and users in the delivery of IT services 	<ul style="list-style-type: none"> • Experience in adoption of remote support tools • Experience in managing suppliers
Disposition	<ul style="list-style-type: none"> • Commitment to the values of the University • Evidence of continuing personal development and training • Commitment to staff development and support 	

Completed by: Stephen Gough	Date: 6/9/2019
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