



Job Title: ECS Service Desk Team Leader
Grade: Grade 3
Salary: £23,924 - £24,590
Department: Estates and Campus Services
Hours/Contract: 35 hours
Job Family: Community and Operations
Reference: 13204

Role Purpose

To deliver an outstanding customer service within the Academic Campus, providing front line response to customers’ everyday queries, requests and feedback. To supervise the Help Desk Operators (HDO’s), in order to deliver a high standard of customer service in support of the University’s objective of providing an excellent service to staff students and visitors alike. The successful job holder will be need to be flexible and cover any reception desks as requested, within the hours of 8am – 6pm. Some additional support may be required for events outside of these hours.

Resources Managed

The post holder will be based on a reception desk and whilst not having direct line management responsibility, they will provide support for the grade four and grade five roles. They will be required to co-ordinate, allocate and monitor the delivery of work through others by requesting tasks to be performed by colleagues from elsewhere in the Estates and Campus Services team or by other departments, e.g. Security, Portering and Cleaning, Maintenance.

Main Duties and Responsibilities	% Time
<ul style="list-style-type: none"> To supervise our Help Desk Operators (HDO’s) in order to provide excellent customer service and support role development. The post holder will not generally be required to assign planned tasks, but may be required to assign reactive tasks to support the grade 4 and grade 5. Supervision of the team will typically involve ensuring that they follow pre-defined procedures. 	30
<ul style="list-style-type: none"> To provide assistance to our grade 4 and grade 5 and support them where necessary with any urgent requests. This may include incident management and response (e.g. fire, flood, etc.), first point of contact for queries; the coordination of rotas; support of training and development delivery for the HDO’s. 	30
<ul style="list-style-type: none"> Management of the ECS inbox, to ensure an even distribution of tasks. To provide frontline response to customer queries and feedback (including complaints), whether in person, email or phone. Responses will typically be working within predetermined parameters and standard operating procedures. 	20
<ul style="list-style-type: none"> To deliver a first class service and to maintain our standards of excellence for our staff, students and visitors alike. 	20





Internal and External Relationships

- Helpdesk Operators (HDO's)
- Service Desk Coordinator / Assistant Manager
- Portering and Cleaning teams
- Maintenance teams
- Departmental contacts within buildings
- Contractors, visitors and other suppliers
- Other ECS teams

Planning and Organising

- Ensure that allocated work within the Helpdesk team is carried out effectively.
- Contribute to the planning of the HDO's activities as the role evolves.
- Work with colleagues from the Campus Services team, Estates and external contractors to ensure the smooth delivery of planned and reactive maintenance programmes.

Qualifications, Knowledge and Experience

Essential

- IT skills, working knowledge and experience of Microsoft Office*
- Strong customer service background*
- Proven ability to ensure the delivery of prescribed standard operating procedures
- Proven ability to manage own workload
- Able to demonstrate experience in handling difficult situations
- Proven experience in handling customer feedback
- Basic understanding of relevant policies and legislation

Desirable

- First Aid training

***Criteria to be used in shortlisting candidates for interview**

Skills, Abilities and Competencies

Essential

- Good administration skills *
- Previous experience in a similar role *
- Excellent interpersonal skills
- Strong communication skills, on email, face to face and over the phone





- Proactive, positive approach
- Flexibility
- Numeracy skills

Desirable

- Excellent Team Leader skills
- Ability to influence and persuade
- Effective planning and organising
- Initiative and Adaptability

****Criteria to be used in shortlisting candidates for interview***

Criminal Declaration

If you become an employee, you must inform your manager immediately, in writing, if you are the subject of any current or future police investigations/legal proceedings, which could result in a criminal offence, conviction, caution, bind-over or charges, or warnings.

Supporting University Activities

As a University of Leicester citizen, you are encouraged to support key university activities such as clearing, graduation ceremonies, student registration and recruitment open days. We encourage all staff as citizens to work flexibly across the University if required. If supporting these activities is likely to affect your workload, please speak to your line manager in the first instance

University Values

Inclusive - We are diverse in our makeup and united in ambition. Our diversity is our strength and makes our community stronger.

Inspiring - We are passionate about inspiring individuals to succeed and realise their ambitions. We challenge our community to think differently, to get involved, and to constantly embrace new ideas.

Impactful - As Citizens of Change we will generate new ideas which deliver impact and empower our community

Freedom of Speech

The University is committed to upholding freedom of speech and academic freedom within the law throughout our recruitment processes. We ensure that all candidates are considered based on merit and suitability for the role, without regard to their lawful viewpoints or the expression of challenging or controversial ideas. Our recruitment policies and practices are designed to protect applicants from discrimination or adverse treatment on the basis of their opinions, and to foster an environment where open debate and diverse perspectives are valued as essential to our academic mission.

Equity and Diversity





We believe that equity, diversity and inclusion is integral to a successful modern workplace. By developing and implementing policies and systems that challenge stereotypes across all aspects of our work, we have a culture that recognises and values the diverse contributions of our staff which benefits everyone. Our strong values of inclusivity and equality support our efforts to attract a diverse range of high quality staff and students, and identify our University as a progressive and innovative workplace that mainstreams equality, diversity and inclusion.

