Infrastructure Directorate

Job Title: Service Desk Team Lead

Grade: Grade 5

Responsible to: Service Desk Manager

Context of the Service Desk Team Lead

Falmouth Exeter Plus is the service delivery partner of Falmouth University and the University of Exeter. Delivering shared services and facilities for both partners in Cornwall underpinned by close collaboration with The Students Union - the combined students' union for Falmouth University and University of Exeter (Cornwall).

We are a private company limited by guarantee with a charitable exemption, guaranteed by Falmouth University (Falmouth) and The University of Exeter (UoE) on a 50:50 basis.

The Infrastructure Directorate is responsible for all FX Plus managed infrastructure (physical and digital), ensuring the provision of safe and highly available platforms to the partnership.

Overall purpose of the Service Desk Team Lead

The Service Desk Team Lead is responsible for the day-to-day supervision of both the IT Service Desk and the Estates Helpdesk, ensuring the delivery of excellent customer service and the efficient handling of all jobs, service requests, and incidents across both areas.

This role provides direct line management and operational support to staff, maintaining consistent supervisory coverage and developing cross-functional expertise across IT and Estates. The Team Lead will need to adapt to increased demand in either service area by adapting to the needs of both functions.

In addition to operational duties, the Team Lead supports the Service Desk Manager in driving continuous service improvement and contributes to directorate-wide improvement initiatives.

As a knowledge expert across both technical and business domains, the Team Lead ensures that all interactions are appropriately triaged and, where possible, resolved at the first point of contact. They also coordinate effective escalation and resolution of issues, align processes with best practice methodologies, and support the induction and training of new staff.

Main Duties

- Oversee the daily operations of both the IT Service Desk and the Estates Helpdesk, ensuring effective task distribution and operational continuity across both functions.
- Manage responsibilities across both IT and Estates functions concurrently, maintaining effective supervisory oversight and prioritising tasks in line with operational demands, including during staff absences or periods of increased workload.
- Monitor the progress of work and ensure the timely resolution of jobs and tickets with regular updates to customers and stakeholders.
- Collate monthly metrics for performance reports covering Service Desk and Helpdesk activity, customer satisfaction, and service metrics, using insights to inform service improvements.
- Motivate, support, and manage the performance of direct reports, fostering a high-performing and adaptable team culture.
- Ensure staffing levels and availability are aligned with customer needs across both service areas.
- Lead the team in meeting Operational and Service Level Agreements (SLAs), ensuring adherence to defined processes and identifying opportunities for continuous improvement.

- Identify and escalate incident trends, supporting the transition from incident to problem management and contributing to root cause analysis and resolution.
- Commission, review, and approve Standard Operating Procedures (SOPs) and knowledgebase content to support consistent and high-quality service delivery.
- Act as a visible advocate for the Service Desk and Helpdesk functions, championing the value of IT & Estates services across FX Plus and partner universities.
- Review customer feedback, including formal survey responses, to identify and implement service enhancements.
- Lead or support high priority incident management activities as required, ensuring effective communication and resolution.

General Duties

- Deliver High-Quality Service: Perform assigned tasks with professionalism, accuracy, and efficiency, ensuring that customer needs are met effectively.
- Support Team Operations: Work collaboratively with colleagues, contributing to the smooth operation of the team and the achievement of service goals.
- Follow Compliance Guidelines: Adhere to all organisational policies and procedures, including those related to Health & Safety, Equality, and Environmental standards.
- Maintain a Positive Work Ethic: Display a positive and cooperative attitude, contributing to a respectful and supportive work environment.
- Engage in Training: Participate in required training sessions to develop skills and knowledge relevant to your role.
- Provide Feedback: Offer constructive feedback and suggestions for improving service delivery and team processes.
- Promote Inclusivity: Support the organisation's commitment to Equality, Diversity, and Inclusion by treating all individuals with respect and fairness.
- Support Sustainability Efforts: Actively contribute to the organisation's sustainability initiatives by following environmentally responsible practices in daily work.
- Manage Time Effectively: Prioritise tasks and manage time efficiently to ensure that all responsibilities are fulfilled in a timely manner.
- Be Open to Change: Show willingness to adapt to new processes, procedures, and organisational changes.

Skills required for the role

IT and Digital roles at FX Plus have been mapped to the industry good practice Skills Framework for the Information Age Version 6 (SFIA). For more information see http://www.sfia-online.org/en.

Skill (Level)	Skill Description	How we may assess
Business process improvement (Level 5)	Analyses business processes; identifies alternative solutions, assesses feasibility, and recommends new approaches. Contributes to evaluating the factors which must be addressed in the change programme. Helps establish requirements for the implementation of changes in the business process.	Application; Interview; Assessment
Methods and tools (Level 4)	Provides expertise and support on use of methods and tools.	Application; Interview; Assessment
Service level management (Level 4)	Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.	Application; Interview; Assessment

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Skill (Level)	Skill Description	How we may assess
Release and deployment (Level 4)	Assesses and analyses release components. Provides input to scheduling. Carries out the builds and tests in coordination with testers and component specialists maintaining and administering the tools and methods – manual or automatic - and ensuring, where possible, information exchange with configuration management. Ensures release processes and procedures are maintained.	Application; Interview; Assessment
Problem management (Level 4)	Initiates and monitors actions to investigate and resolve problems in systems, processes and services. Determines problem fixes/remedies. Assists with the implementation of agreed remedies and preventative measures.	Application; Interview; Assessment
Incident management (Level 5)	Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.	Application; Interview; Assessment
Customer service support (Level 4)	Monitors customer service or service desk functions, and collects performance data. Assists with the specification, development, research and evaluation of services standards. Applies these standards to resolve or escalate issues and gives technical briefings to staff members.	Application; Interview; Assessment

Person Specification

Importance	Personal attribute description	How we may assess
Qualifications & Certifications		
Essential	A Higher Educational qualification in an applicable subject or equivalent relevant experience	Application; Interview
Essential	Foundation/Level 3 certification in a relevant IT or Estates discipline (e.g. ITIL, IWFM, NEBOSH)	Application; Interview
Desirable	Advance/Level 4 certification in a relevant IT or Estates discipline (e.g. ITIL, IWFM, NEBOSH)	Application; Interview
Desirable	Certification in Problem Management or equivalent service improvement methodology	Application; Interview
Desirable	Level 3 Qualification in an area such as Leadership, Coaching or Mentorship	Application; Interview
Knowledge, Experience and Skills		
Essential	Capable of supervising staff and delivering strong team performance.	Application; Interview
Essential	Experience of working in a support environment, exhibiting an appropriate breadth and depth of knowledge across Estates or IT	Application
Essential	Experience supporting, maintaining, and ideally managing, the full range of technologies relevant to this role	Application
Essential	Significant experience of drafting, reviewing and editing technical documentation and policies	Application

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Importance	Personal attribute description	How we may assess
Essential	Aware of Service Management framework principles and processes	Interview; Assessment
Essential	Aware of common cyber threats	Interview; Assessment
Essential	Good ability to interact across teams and build ongoing relationships to ensure effective communications and exchange of information.	Assessment; Reference; Probation
Essential	Good written and verbal communication skills, demonstrating the ability to explain complex conceptual ideas to technical and non-technical stakeholders	Interview; Probation
Essential	Experience of using Service Management tools (i.e. CAFM, ITSM)	Application; Interview
Essential	Ability to work effectively with a range of stakeholders, internal and externally	Reference; Probation
Desirable	Working a Higher Education Support environment	Application; Interview
Desirable	Experience of leading a team in a medium to large organisation	Application; Interview
Desirable	Some experience in collating data and reporting.	Application
Desirable	Experience acting as a process and procedure escalation point	Application
Personal Behaviours		
Essential	Respectful: Thinks of others before speaking or acting. Treats all persons equitably, fairly and justly, exhibiting good manners. Modifies style to fit the audience, interpreting difficult subjects to be understood by all.	Application; Interview; Probation
Essential	Cooperative: Develops and maintains good working relationships across the organisation and beyond. Approachable, good-natured, and easy to talk to, using various methods and tools to communicate effectively. Helps others to do or believe something, regardless of their level in the organisation.	Probation
Essential	Flexible: Creatively identifies and creates better ways of working. Thrives in an environment of change, being adaptable and open to; ideas, advice and guidance. Blends creative, problem-solving, and technical skills to develop new approaches. Seeks new opportunities both personally and organisationally.	Interview; Probation
Essential	Quality-focused: Strives for continuous personal and professional development. Always considers how to improve things. Confident in challenging existing work practices and driving improvement. Takes the time to do things right being thorough and following policy, process and procedure.	Application; Interview; Probation
Essential	Honest: Open and truthful whilst respecting confidentiality. Remains composed under pressure, using clear and sound reasoning to justify actions. Provides clear, calm and useful feedback to all levels of the organisation.	Interview; Probation
Essential	Organised: Deals with workload efficiently. Confidently plans, delegates and delivers what is required, using available resources effectively. Maintains good records, complying with established systems and processes.	Application; Probation