Job Description – Computing & Distribution Helpdesk Manager

About the role
Grade 8
Unit Development & Production
Reporting to: Head of Delivery
Responsible for: Various grades from G5 advisors – G7 Service Coordinator

The role of Computing & Distribution Helpdesk Manager is in the Delivery portfolio, based in the Unit Learner Discovery Services (LDS). The Helpdesk has a multi-channel contact model, responsible for supporting Students and Tutors in using Open University Software and systems as well as the delivery of physical course materials with over 50,000 contacts per year.

- The role of Helpdesk Manager requires a flexible approach in supporting the delivery of service over the Helpdesk opening hours.
- The Helpdesk manager is expected to lead and manage a team of technical advisors
- The Helpdesk Manager is required to input and support the strategic objectives of D&P/LDS and the wider University, providing creative and agile solutions.
- The Helpdesk Manager is expected to work with the Head of Delivery in managing the Helpdesk budget
- The Helpdesk Manager will have scope and responsibility for managing 3rd party contractors to an agreed service and budget
- The Helpdesk Manager will work with the Senior Management Team across LDS to ensure an integrated approach to the operational delivery of the service

Key responsibilities

1: Leadership and performance management of a team of managers within the Computing & Distribution Helpdesk (CDHD). Providing operational guidance, direction and support.

- Develop the team to support students maintain the Strategic direction of the Helpdesk and The Open University
- Communicating with individuals and teams to share information and direction, and to maximise productivity levels and quality standards
- Manage all formal people management processes following HR guidance and Open University processes
- Encourage the personal development of the team, growing skill and knowledge
- Continual development of personal skills and knowledge in the further education sector, contact industry and IT developments.
- Ensure all staff are recruited, trained, performance managed and developed in line with Open University guidelines.
- Ensure all guidance is relevant, timely and delivered in the most appropriate format.

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<th>2: Agile and responsive to the demands of the CDHD internal and external customers</th>
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<td>• Ensure all KPI and SLA, are managed within agreed parameters meeting Student expectations</td>
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<td>• Undertake detailed analysis of performance and provide findings, conclusions and offer flexible solutions to challenges</td>
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<td>• Lead projects as required to support strategic change in area of responsibility</td>
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<td>• On-going evaluation of the services provided by CDHD, understanding what impacts on internal and external customers, taking decisions as required to improve or sustain the service</td>
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<td>• Work co-operatively across boundaries, to meet customer service standards</td>
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<td>• Actively monitor performance and quality, to ensure agreed performance targets and operating procedures are met</td>
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<td>• Lead in contingency planning for the CDHD, including peak planning and delivery of service, ensuring fluctuations in demand are proactively met</td>
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<th>3: Proactively support the Head of Delivery in the continuous strategic development and improvement Of Delivery</th>
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<td>• Lead, attend and actively participate in CDHD team meetings</td>
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<td>• Deputise for the Head of Delivery as required</td>
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<td>• Explore and develop improvements and enhancements with relevant systems, processes or departments.</td>
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<td>• Contribute to business improvement, making recommendations to your Management Team as appropriate</td>
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<td>• Excellent time management skills, using a range of strategies to ensure that work is effectively and efficiently carried out.</td>
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<td>• Manage 3rd party supplies to ensure contractual service agreements are met and kept within the budget requirements</td>
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<td>• Take responsibility for the management of the CDHD budget, highlight to Head of Delivery any concerns or negative impact.</td>
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<td>• Work flexibly across the operational hours of the CDHD, including 3rd party contract support as and when required</td>
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<td>• Undertake other activities as directed by Senior Management.</td>
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Skills and experience

Educational Qualifications and Training

Essential

• Degree level or equivalent experience

Desirable

• Professional qualification in management

Knowledge, work and other relevant experience

Essential

• Minimum 3 years’ experience of leading and managing teams providing customer/student service to meet agreed standards
• Demonstrable experience of managing effectively across multiple services and channels, including workload planning, workforce management and multiple channel, all within a contact centre/Helpdesk environment
• Experience of managing teams in terms of motivation, commitment, performance and development
• Experience in analysis of statistical data, used to enhance service and drive change
• Experience of leading strategic through change
• Highly developed interpersonal skills with the ability to influence, establish credibility and assert authority
• Excellent communication skills and presentation skills
• Good numerical skills and ability to interpret complex management information
• Confident user of IT systems and understanding of software packages
• Ability to work under pressure, meet deadlines and achieve targets

Desirable

• Experience of working within an IT/Computing environment, managing or supplying guidance
• Experience of setting KPI and of motivating a complex team environment to meet performance standards
• Ability to build effective and open long term relationships with external and internal stakeholders
• Understand business continuity planning and management
• Experience of deputising for senior colleagues
• Understanding of higher education sector and distance learning
Key competencies relevant to this role

- Managing people
- Deciding and initiating action
- Delivering results and meeting customer expectations
- Agile and flexible in responses
- Influencing and negotiating
- Understanding analytical data

Special Working Conditions

The role holder will be required to show flexibility with working hours as agreed with the Head of Delivery.
The Helpdesk Hours cover 8:30 – 21:30 Monday – Friday 9:00 – 17:00 Saturday and Sunday and some bank holidays.
Some home working is allowed within the Helpdesk Team during agreed periods
During peak periods leave is restricted, current peak periods are Mid September – Mid November, Mid January – late February
The Helpdesk Team are required to be ready to work at the start of the working shift.

Please complete the application form including 3 referees and send this to Resourcing-Hub@open.ac.uk with a copy of your CV and a covering letter, outlining how you meet the skills and experience required in the job description. Please ensure you quote the vacancy reference number 15963.

Interview date: FRIDAY 10th May 2019
The selection for this post will include a task.