

Aspire Job Description

Job Title: HELPDESK SUPERVISOR **POSITION ID:** HDSU581

Entity: **ASPIRE DEFENCE SERVICES LIMITED (ADSL)**

Location: Tidworth

Reports to: Helpdesk Manager

Key Purpose of the Role: This role has specific responsibility for supervising the Helpdesk team and requires an element of shift working and to be available to receive calls out of hours on an ad hoc basis. The post holder will, in conjunction with the Helpdesk Manager, ensure the team deliver the Helpdesk Service within ADSL according to Joint Service Publications and the Statement of Requirement whilst ensuring the best use of resource available

Key Responsibilities:

- To undertake and manage work in a safe manner in accordance with legislation and the company "Safety First" value.
- Adhere to the ADSL Company Health, Safety & Environmental policies and procedures.
- Ensure the adoption of safe working practices at all times.
- Undertake any Mandatory training as required.
- Manage / work within the company safe systems of work for all work related activities.
- Actively promote the "Zero Harm" policy and report all bad practices or incidents spotted to the Help Desk.
- To carry DSE assessments for Helpdesk Staff.
- To be the garrison helpdesk focal point for customers, partners and ADSL departments.
- To be accountable for managing staffing levels so that contractual obligations as set out in the SOR are met.
- To create and manage rotas to ensure all shifts are adequately covered.
- Assist in the identification of training needs and personal development requirements of Helpdesk Staff through the PDR process
- To be accountable for ensuring staff answer incoming calls to the Helpdesk in accordance with ADSL HD Procedures.
- To be accountable for ensuring that staff action all emails and faxes within one hour of receipt by logging onto IFS and advising the customer of the helpdesk request number.
- To be accountable for dealing with customer complaints in the timescales required.
- Monitor the performance of the team, quality and quantity, to ensure that standards are maintained and that the individual training needs / potential are identified.
- To produce accurate daily/weekly monthly reports as required.
- To work closely with the resource allocation team to effectively

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monitor and manage the IFS system to ensure no failure of performance indicators.

- To regularly check, review and amend helpdesk processes on the MIS system.
- To maintain and update the online helpdesk as required.
- To ensure that all staff are kept informed of legislation, new working practices and technological changes
- To build good working relationships with the MOD contractors
- To provide an on-call facility for the Helpdesk operators to contact out of hours.
- To complete call monitoring sessions on each operator and deliver the relevant feedback in regular sessions with the Helpdesk team
- To have regular contact with the garrison resource teams to highlight any development issues with the Helpdesk team.
- To ensure that the Helpdesk is compliant with all the relevant contractual PI's and FI's
- To hold an advanced knowledge of the contract and be able to balance decisions between customer service and contractual obligations
- To perform other duties as may reasonably be required from time to time by line management
- This role requires an element of shift working

Qualifications

Essential:

- English Language GCSE grade C or above
- Maths GCSE grade C or above

Desirable:

- NVQ or equivalent in Management

Experience & Knowledge:

Essential:

- Proven supervisory experience in a helpdesk environment
- Proven ability to work in a team environment
- Good interpersonal skills both internally and with customers
- Proven ability to work to targets and deadlines
- Proven ability to work unsupervised and under pressure
- Hold or to be able to achieve SC clearance
- Experience in all Microsoft packages

Desirable:

- Experience of working in a customer service environment.
- SC Clearance
- Experience within an MOD Environment

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Skills:

- PFI experience
- Very good leadership and interpersonal skills.
- Commercially aware with good negotiating skills.
- Excellent client facing skills with the confidence to deal with people at all levels.
- Customer Service focused
- Ability to lead, inspire and motivate a team to meet objectives.
- Capable of working independently and collaboratively as part of a wider team.
- Very good communication and presentation skills.
- Proven ability to deal with change.
- Excellent written communication skills including report writing.
- A good working knowledge of Microsoft Word, Project, Excel and PowerPoint.
- A flexible can do approach
- The ability to remain calm under pressure
- To create an honest and open atmosphere within the team that respects confidentiality

Be able to set clear a consistent standards of behaviour

Date:

May 2020