

- Job title:** 2nd Line Service Desk Adviser (Data Management Services)
- Job Ref:** HFL1269
- Hours:** 37 hours per week, term time only (38 weeks)
(Term time plus will be considered for the right candidate, term time only is preferred)
- Salary band:** Band 3 - £22,000 p.a (pro rata, term time only)
- Contract:** Permanent
- Reports to:** Data Management Services Manager
- Team:** Data Management Services
- Location:** Head Office – Stevenage

Our company

Herts for Learning Ltd (HfL) is the UK's largest schools company. Developed from Hertfordshire Local Authority's education services, the company is now owned and accountable directly to schools, which hold 80% of the shares, and with Hertfordshire County Council (HCC) owning 20% of the shares.

HfL provides trusted, inspirational and collaborative teaching, learning, leadership and business support to schools and education settings in Hertfordshire and beyond. With our not-for-profit ethos at the heart of what we do, we are dedicated to raising standards and improving teaching and learning, we work closely with schools to ensure that our products and services meet their continually changing needs.

Job context

HfL's Business Services delivers a complete range of services to support school and educational settings, develop and complement the work of headteachers, governors, School Business Managers, Finance, HR and admin staff, as well as helping them get the best from existing technology and their Management Information Systems (MIS). The team provides advice and guidance that is adapted for each individual establishment's requirements and priorities.

The Data Management Services team has primary responsibility for support and training in the use of Management Information Systems for a range of educational settings, providing specialist business and technical expertise and advice.

Purpose of the job

To be part of an enthusiastic and dedicated Service Desk team, committed to providing high quality support and advice to a wide range of school and education staff in the use and implementation of management information systems (MIS) processes.

To develop a good understanding of the specific requirements of an MIS solution, responding to and resolving support requests within the relevant Service Levels.

Main areas of responsibility

- to provide support to customers (schools and academies) in their use of SIMS through the HfL ICT Service Desk, via telephone, email and the ICT Service Desk Portal
- maintain and update the ICT Service Desk IT Service Management system, adhering to our policies and procedures and keeping the end user up to date at all times
- support the DMS team to offer a comprehensive, timely and high quality range of support, working to a high standard to achieve SLA/KPI benchmarks
- prepare instructional documentation and knowledge base articles for users in schools and other educational settings
- provide a point of contact to schools, liaising with head teachers and MIS users, advising on a range of areas of MIS support

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may become necessary as the team strategy evolves.

Equal Opportunities

HfL is committed to the aim of ensuring that everyone who applies to work for us receives fair treatment and we positively encourage applications from suitably qualified and eligible candidates regardless of age, disability, race, sex, gender reassignment, sexual orientation, religion or belief, marriage and civil partnership and caring status. We expect all our staff to demonstrate a commitment to advancing equality of opportunity and fostering good relations.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge/Experience

The ideal candidate will have:

- excellent interpersonal and organisational skills
- a passion for learning
- a positive and pro-active approach
- a desire to provide excellent service to customers and support other members of the team

In addition, the following would be an advantage, but full training will be given:

- Experience of working with SIMS in a school or other education setting
- Service Desk experience

Skills and abilities

- Sensitive to the needs and views of others, with the ability to inspire confidence and respect from colleagues, customers and staff in other teams through a cooperative and supportive approach
- Analytical and problem solving skills to analyse plans and strategies to ensure they will meet agreed objectives, and to create and develop solutions and ideas to achieve goals
- Ability to handle high volume of work and achieve results, flexibility and realism in planning a course of action to achieve results to agreed deadlines

For an informal discussion regarding the role, please contact Jennie Readings or Paul Roberts on 01438 844777 (option 1 then option 1).

APPLICATION PROCESS

Please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person



Job outline

specification. We would also love to hear why you are interested in becoming part of the HfL team.

To submit the application or to discuss any recruitment queries please email hfl.recruitment@hertsforlearning.co.uk or contact our Central Recruitment Team on 01438 843465.

Closing Date: Tuesday 29th January 2019 at midnight

Interview Day: Monday 11th February 2019