Decision under Delegated Powers

Officer Requesting Decision (if necessary)

ICT Service Delivery Manager

Officer Making the Decision

Rob Mitchell, Head of paid service (Chief Executive)

Recommendation

1. To create the new Service Desk Manager's position in ICS (V001), 37hrs reporting to the M171 - ICT Service Delivery Manager

2. To delete the M397, IT Operations Manager's post in ICS.

Reason

To provide required resources and resilience within the ICS team

Authority for Decision

Under Section 6 of Constitution the Head of Paid Service (Chief Executive) has delegated authority to agree changes to the establishment, within budget and without major operational disruption or interruption or services or involving a change from direct to indirect provision or vice versa or other policy implications. These proposals fall within the limit of the authority of the relevant Head of Service.

Decision and Date

17/06/2024

Background

The Service Desk Manager post has been created to manage the 'front-of house' ICS Service, with overall responsibility for Service Desk Incidents, Problem, Change Management, associated technical responsibility and the management of all ICT assets, see Appendix 1.

The new Service Desk post includes the key elements from the IT Operations Managers post (M397). It has proved to be difficult to recruit to this post, including the Interim IT Operations Manager post (DD070 approved on 20th March 2024), where the postholder was in post for less than one month. This due to the mixture of technical and service desk requirements associated with the post and the increased market demand for senior technical positions.

It is therefore proposed to delete the IT Operations Manager's posts with the Service Desk duties being incorporate into the Service Desk Manager role. The ICT Service Delivery Manager will manage the remaining technical duties and line management reports. Appendix 2 includes the current and proposed ICS structures.

The new Service Desk role has been career graded PO1/PO2, which will aim to attract a wider range of candidates (including internal staff) and support career development in line with the technical ITIL accreditation. If approved, recruitment for the post will start in June with an expected start date of August 2024.

No additional budget is required in V001, the funding for the IT Operations Manager post will be allocated to the Service Desk Manager position.

Comments from HR

HR Adviser: S Choudhury (12/06/24)

Comments: This new post has been through the Job Evaluation process and graded accordingly. The normal CBC Recruitments process should be followed.

Financial Implications

The deleted M397 post is budgeted in 2024/25 at £67,600 which is at the top of PO2. As the new Service Desk Manager post is career graded PO1/PO2 – there will be a saving of no more than £6,500 including on-costs if the appointee starts at the bottom of PO1. In the longer term, there is a no impact on the overall budget as both posts are graded at the top-of PO2.

*All costs are based on 2024/25 salary master. Includes all on-costs.

Risk Management

No specific risks are associated with this report.

Key Decision: No

Background Papers: None

Appendix 1 – Service Desk Manager Job profile

Job Profile	
Division:	Information & Communication Services (ICS)
Job Title:	Service Desk Manager
Grade:	PO1-PO2 (Career Grade)
Post Number:	TBC
Base/Location:	Council Offices/Remote
Responsible To:	ICT Service Delivery Manager
Responsible For:	IT Support Analysts, IT Service Administrator
Key Relationships/ Liaison with:	All ICS staff, External Suppliers and Council Services

Job Purpose
The postholder will manage the ICS Service Desk team and have overall responsibility for IT Service Management (Incidents, Problem Management, Change Management, etc), all ICT assets, and the administration of IT procurement.

	Main Duties and Responsibilities
1.	Lead on the management and development of IT Service Management, and the Service Desk. Ensure the seamless delivery of services to all Users and that agreed SLA resolution targets are met, and appropriate standards achieved.
2.	Ensure the ICS Service meets agreed SLA targets for allocated calls. Resolve assigned and escalated incidents, problem management and change requests calls into the Service Desk, including documenting root causes and resolutions according to agreed procedures.
3.	Communicate major Incidents and planned downtime to users at all levels of the organisation in a manor appropriate for users of varying ICT literacy.
4.	Responsible for managing the lifecycle of all ICT assets (Hardware and Software) from procurement to disposal and ensuring the accuracy of the Configuration Management Database (CMDB).
5.	Responsible for managing the IT procurement processes, ensuring that products conform to the ICT strategy guidelines. The main point of technical contact and expertise for more complex procurement requests.
6.	Undertake system administration of the Service Desk and the telephony system, including managing upgrades, patches, and the implementation of

	new modules. System Administration responsibility of related systems may also be required. Make recommendations and implement improvements to increase organisational efficiency and effectiveness for the benefit of the authority.
7.	Provide technical input into the development of all ICT Strategies and Policies and ICS SLA agreements. Ensure that all IT Service Management work relates to Council and ICS priorities and is coordinated and integrated as seamlessly as possible.
8.	Working with third party suppliers in areas such as performance review meetings and taking responsibility of escalated, critical, or major incidents, problems, and changes.
9.	Communicate, recommend and (where agreed) apply best practice IT Service Management standards, including where agreed initiatives from National Government and ICT industry which would secure and improve service delivery.
10.	Collaborate with the ICS Development Team, Third party suppliers and Service areas.
11.	Undertake line management responsibility for the Service Desk Team posts covering key areas such as planning and delivery of a work programme using a structured methodology, documentation, performance management, training, and development.
12.	In addition to these main duties, there will be other tasks arising from time to time and the post holder will be expected to take a flexible view of his/her job description such as working overtime for schedule out of hours cover, development, maintenance, and upgrade work.
13.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

	Special Factors
1.	The post holder must be prepared to undertake professional development leading to attainment of the ITIL (Information Technology Infrastructure Library) qualification if they have not already done so.
2.	Progression through the career grade is based on the completion of ITIL qualification and an assessment of the level of work being carried out and its compliance of ITIL principles. Once ITIL accreditation is achieved, post holder will be required to adopt and transition ICS service desk functions in line with ITIL in areas such

	as incident, problem and change management, design and development, management, identifying, planning and implement training programmes. The post holder will be supported throughout and will have a clearer understanding of their role and be able to apply their knowledge/ skills/ experience on day-to-day basis as they continuously learn and develop.	
3.	The nature of the work may involve the jobholder carrying out work outside of normal working hours.	

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Information Technology Delivery Manager
Date: May 2024

Division:	Information and Communication Services
Job Title:	**Service Desk Manager**
Grade:	PO1-PO2 (Career Grade)
Post Number:	TBC

	Essential	Desirable	How assessed
Qualifications Higher education qualification in an ICT discipline or equivalent in a relevant IT qualification	✓		App/Doc
Or Experience in one or more relevant fields identified within the section below.	✓		App/Int
ITIL Qualification (for career grade progression)	✓		App/Doc
Experience You must have practical experience of leading, managing or working in a multi-functional team of technical staff in a support environment.		✓	App/Int
Evidence of promoting and delivering innovative technical solutions to improve service delivery for customers.	✓		App/Int
Successful record for managing complex development projects using a standard based methodology.		✓	App/Int
Strong service desk, customer facing and technical experience.	✓		App/Int
Skills/Knowledge Application of a technical methodology for managing and delivering Information Technology solutions.	✓		App/Int/ test
A comprehensive technical knowledge of IT problem resolution and the ability to ascertain solutions to complex technical problems.	✓		App/Int/ test
		✓	

Technical skills –hands on experience with Microsoft Server-related products and Cloud-based infrastructure.	✓		App/Int/ test
Ability to utilise resources to determine resolutions to IT related problems beyond the scope of established working practices and document effectively for subordinate practice.	✓		App/Int/ test
A working knowledge of the concepts and practices for Managing Information Technology (IT) Service Management (ITSM).	✓		App/Int/ test
The ability to recognise opportunities in the development of ICT Services which would provide added value and/or improved efficiency to the Council through its application in delivering end solutions and projects locally.			App/Int/ test
Interpersonal Skills			
Excellent problem solving and analytical skills with a methodical approach. Strong attention to detail.	✓		App/Int
Strong Service Desk and Customer facing skills, confident approach, and ability to lead and motivate subordinate and cross-functional teams.	✓		App/Int
Ability to communicate complicated concepts clearly. Focus on customers and the ability to work with external organisations to solve problems.	✓		App/Int
Flexibility, adaptability, and exercises initiative. Embraces technology, innovation, and information.	✓		App/Int
Excellent Management, leadership, and organisational skills.	✓		App/Int
Other requirements			
Customer Focused – able to prioritise the needs and requirements of our customers	✓		App/Int

and continually ask 'how can we make it better?'	✓		App/Int
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓		App/Int
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.			

Key:

App = Application form
Test = Test
Int = Interview
Pre = Presentation
Med = Medical questionnaire
Doc = Documentary evidence (e.g. certificates)

Prepared by: Information Technology Delivery Manager

Date: May 2024

Appendix 2 – current ICS Structure

Information Communication Services
Total Number of staff = 18

M171 – ICT Service Delivery Manager

M397 - IT Operations Manager

F826 – Technical Analysts x 3

F828 – IT Support Analyst x 3

F838 – IT Service Administrator x 1

M398 - Information Development Manager

M351 Systems Developers x 2

A040 – Senior Systems Analyst x 2

M222 - Information Systems Analyst

M400 - Systems Developer Technician

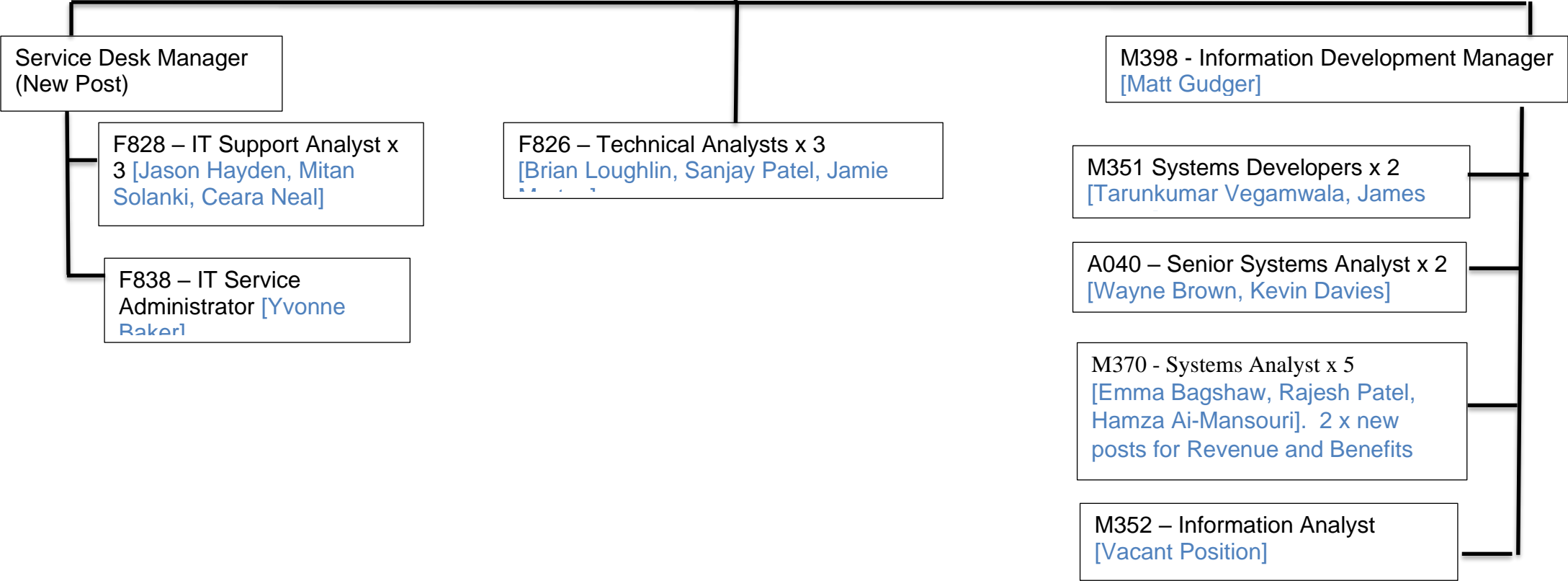M370 - Systems Analyst

M352 – Information Analyst

- Service Desk (Incident Management, Problem Management)
- Service Request (Procurement, IT Asset Management)
- Technical Management (Network, Servers, Firewall, IT Security)

- Application Management and Development
- System Administration and Support
- Information Management - O365 (Outlook, Teams, SharePoint, OneDrive)

Appendix 2 – Proposed ICS Structure

M171 – ICT Service Delivery Manager
[Aymen Khan]

Information Communication Services
Total Number of staff = 18

Service Desk Manager
(New Post)

F828 – IT Support Analyst x
3 [Jason Hayden, Mitan
Solanki, Ceara Neal]

F826 – Technical Analysts x 3
[Brian Loughlin, Sanjay Patel, Jamie
Mantel]

M398 - Information Development Manager
[Matt Gudger]

M351 Systems Developers x 2
[Tarunkumar Vegamwala, James

F838 – IT Service
Administrator [Yvonne
Baker]

A040 – Senior Systems Analyst x 2
[Wayne Brown, Kevin Davies]

M370 - Systems Analyst x 5
[Emma Bagshaw, Rajesh Patel,
Hamza Ai-Mansouri]. 2 x new
posts for Revenue and Benefits

M352 – Information Analyst
[Vacant Position]

- Service Desk (Incident
  Management, Problem
  Management)
- Service Request (Procurement, IT
  Asset Management)

Technical Management
(Network, Servers,
Firewall, IT Security)

- Application Management and Development
- System Administration and Support
- Information Management - O365 (Outlook,
  Teams, SharePoint, OneDrive)