

|                     |   |
|---------------------|---|
| <b>Job title:</b>   | 2nd Line Service Desk Adviser (Data Management Services)  |
| <b>Job ref:</b>     | HFL1418   |
| <b>Hours:</b>       | 37 per week, Monday to Friday. 52 weeks per year.   |
| <b>Salary band:</b> | Band 4 – FTE £25,000 p.a. plus excellent pension and performance bonus  |
| <b>Contract:</b>    | Permanent   |
| <b>Reports to:</b>  | DMS 2 <sup>nd</sup> Line Adviser Team Leader  |
| <b>Team:</b>        | Data Management Services  |
| <b>Location:</b>    | Remote working with an opportunity to work up to 2 days per week in our Head Office in Stevenage, Hertfordshire if desired. |

## Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

## Job context

Due to our expanding customer base and the introduction of a multi-supplier MIS framework there is a need to increase our provision of Service Desk support in schools.

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 DMS team provide support, guidance, training and consultancy services to almost 500 schools for their Management Information Systems (MIS). In 2021, we procured a new multi-supplier MIS framework, providing schools with a range of solutions for their MIS.

## Purpose of the job

Due to the strategic growth of the Data Management Service, responsibilities and job outlines are regularly reviewed, to ensure that each member of the team has clarity

around their area of work / expertise. The role of DMS Service Desk Adviser is 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.

The role requires continuous professional development to ensure a good understanding of the specific requirements of the MIS solutions supported, responding to and resolving support requests within the relevant Service Levels, providing a great opportunity for career development.

## **Main areas of responsibility**

- To provide support to customers (schools and academies) in their use of Management Information systems including Arbor, Bromcom, ScholarPack and SIMS through the HfL ICT Service Desk, via telephone, email and the ICT Service Desk Portal
- Maintain and update the 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 from time to time become necessary, particularly in light of the current Covid-19 situation.

## **Person specification**

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

### **Knowledge / Experience of:**

- Demonstrable experience with school MIS systems such as Arbor, Bromcom, ScholarPack and SIMS (Bromcom in particular would be an advantage).
- Be organised and self-motivated, with the ability to prioritise appropriately.
- Be able to work effectively with others in a fast paced environment, whilst being physically remote.
- Be an excellent communicator both verbally and in writing, providing a high level of customer service and dealing with a range of customer queries / concerns in a professional manner.
- Be enthusiastic, flexible and reliable, capable of working as part of a team but able to take responsibility and work alone on specific tasks, keeping

team members updated with progress which may affect them and their role.

- Be able to prioritise their own workload, work on numerous activities simultaneously, complete tasks and meet deadlines.
- Excellent working knowledge around Microsoft Word / Excel / Outlook.
- Experience of working in a Service Desk environment (desirable).

### **Skills and abilities**

- Willing to investigate and learn new technologies (e.g. new Microsoft Office applications; other MIS tools; system upgrades, etc.).
- Willing to learn new skills and take on new responsibilities as required.
- Be able to work in a busy and supportive environment with the ability to keep calm under pressure and minimal supervision.
- Pro-active and positive attitude.
- Excellent listening, coaching and problem solving skills with experience of providing outstanding customer service.
- Excellent understanding of school MIS software.
- Excellent organisational and logistical skills.
- Very good administrative abilities to log activities accurately in a timely manner.
- 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.
- 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.
- A desire to provide excellent service to customers and support other members of the team.

### **Equal Opportunities**

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

## **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.

## **APPLICATION PROCESS**

For an informal discussion regarding the role, please contact Jackie Kirk via email on [jackie.kirk@hertsforlearning.co.uk](mailto:jackie.kirk@hertsforlearning.co.uk).

To apply, email [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) with a detailed CV along with the supporting statement, answering following questions:

1. What do you think great customer service looks like in a team providing MIS support to schools, settings and trusts?
2. Briefly outline your relevant skills and experience to the role
3. How will your values align with HfL's and make you a great fit for our business?

As part of our move towards eradicating unconscious bias within the recruitment process, we will be anonymising your forms.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on [hfl.recruitment@hertsforlearning.co.uk](mailto:hfl.recruitment@hertsforlearning.co.uk) or 01438 544439.

**Closing Date: 19<sup>th</sup> April 2022 at 9:00 am**

**Screening Interviews: 26<sup>th</sup> April 2022 via Microsoft Teams**

**\*Interview Date: 29<sup>th</sup> April 2022 via Microsoft Teams**