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| **JOB DESCRIPTION** | |
| **Job title:** | Service Desk Assistant |
| **Team/Department:** | Product Development Team |
| **Location:** | Hybrid (occasional travel to Ashford Kent) |
| **Hours of work:** | 37.5 hours |
| **Job title the post holder will report to:** | Service Desk Manager |
| **Job titles reporting to the post holder:** | None |
| **Date the role profile was revised:** | August 2023 |
| **JOB PURPOSE**  The post holder will provide 1st line remote and on-site product support for CLEO Systems customers and end users. Working as a member of the Service Desk Team and wider Product Development Team the post holder will support the CLEO Product Portfolio, assist in managing tickets, carry out proactive monitoring of systems and answer customer tickets and calls within contracted SLA.  This role will also support the Product Service Desk Manager in providing updates on ticket resolution, driving 2nd and 3rd line responses in a timely manner and assist will the monthly task of SLA report both internally and externally. | |
| **KEY RESPONSIBILITES AND ACCOUNTABILITIES**   * Provide 1st line support to End Users for CLEO digital solution suite. * Responsible for handling the users and contact with high levels of professionalism. * Log, co-ordinate and allocate Service Desk incidents and requests received via the service portal or phone. * Follow and promote the process of the logging of incoming calls / tickets to ensure timely and effective resolution of incidents and requests. * Probe, Classify and categories the issues as incident and service request. * Gather the required information necessary to Triage, resolve and escalate the support request. * Assess and Prioritize incident as per business and operational impact. * Follow ticket handling and escalation policies and procedures. * Will provide 1st Line phone-based support to end users and will ensure that all problems are either solved or escalated to the 2nd Engineers. * Will provide regular updates to the customer for all tickets raised. This will include ensuring regular updates are received from third party companies, and support teams, and are entered into the ticket. * Provide communication to End Users on escalated and breached open service desk tickets and requests. * Liaise and work with the Service Desk team members on resolving re-occurring incidents / requests. * Ensure Service Desk processes are carried out in accordance with agreed standards or procedures. * Provide general administrative support. * Cover shifts to ensure the Service Desk is operational 5 days a week (Monday-Friday), there are two alternate shifts covered between 08:00-16:00 & 10:00-18:00 | |
| **COMMUNICATION AND KEY WORKING RELATIONSHIPS**  The post holder must be able to demonstrate excellent communication and interpersonal skills at all times, and build and maintain good working relationships with all stakeholders. | |
| **ENVIRONMENT**  CLEO Systems is a subsidiary of healthcare provider IC24, which has been developing IT systems for around 30 years for its own use. CLEO Systems started offering these and other new systems into the marketplace in 2019 as a ‘challenger’ to more established larger systems suppliers – and after 9 months or so, the market is welcoming its innovation and CLEO Systems has already broken-even from a financial perspective.  The parent company IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.  Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement. | |
| **HEALTH AND SAFETY**  The post holder will be required to comply with the duties placed on employees of CLEO Systems as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.  All Colleagues  You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.  Managers  You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.  Directors  You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents. | |
| **EQUALITY AND DIVERSITY**  CLEO Systems and IC24 have a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.  We are committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs. | |
| **INFORMATION GOVERNANCE**  Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable CLEO Systems and IC24 to handle personal and corporate information appropriately.  It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy. | |
| **SAFEGUARDING CHILDREN AND VULNERABLE ADULTS**    We are committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately. | |
| **DISCLOSURE AND BARRING SERVICE CHECKS**    CLEO Systems and IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.  All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, CLEO Systems and IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, CLEO Systems and IC24 will require the post holder to undertake a basic DBS check.  This post has been assessed as requiring a basic DBS check. | |
| **REHABILITATION OF OFFENDERS ACT 1974**  Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases CLEO Systems and IC24 will require the post holder to disclose all convictions, whether spent or unspent.  This post has been assessed as not being exempt from the provisions of the Rehabilitation of Offenders Act 1974; therefore the post holder is not required to disclose any spent convictions. | |
| **PERFORMANCE AND DEVELOPMENT REVIEW**  This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager. | |
| **VARIATIONS**  This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.  This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.  To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes. | |

**PERSON SPECIFICATION**

| **Requirements** | **Essential** | **Desirable** | **How identified** |
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| **Qualifications** | * GCSE English or equivalent |  | Application |
| **Experience** | * Working experience or knowledge of working within Service Desk | * Working experience or knowledge in the health care sector. | Application/  Interview |
| **Practical skills** | * Calm, confident and professional telephone manner. * Excellent listening and questioning skills. * Ability to handle support enquiries (on the telephone, in writing and in person) from internal and external stakeholders. * Be computer literate and adaptable in using different software. * Attention to detail. * Excellent Customer Service Skills. * Time management and able to work on own initiative against deadlines. * Proactive | * Knowledge of what is needed to adhere to date protection laws, security and incident management. * Ability to work under pressure and prioritise issues. * Excellent interpersonal skills. | Application/  Interview |
| **General** | * You will be dynamic and self-motivated with the ability to work as part of a team and independently. | * You will need to be able to deal with a variety of competing priorities that will require a flexible and imaginative approach, combined with interpersonal, communication and organisational skills. | Application/  Interview |