

Digital Customer Support

Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton

Grade E/F/G/H - bar 24, bar 28

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both Councils as well as a number of arm's length companies. These companies are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunity to revolutionise the way we deliver key services.

Role purpose

The Councils are focused on delivering the best possible outcomes for their communities. To do this we need staff who thrive in a networked organisation and who can provide strong leadership.

The role reports directly to a Digital Customer Support Lead and is responsible for providing customer support. Its main purpose is to:

- Deliver excellent customer service
- Provide a "one touch" fix with the use of standard fixes/workarounds
- Log and allocate incidents to the appropriate support team within agreed processes
- Provide "advice and guidance" support for all standard core applications or route support to the relevant support team
- Ensure all incidents, service requests and standard changes are completed as soon as possible and within SLA
- Assure the quality of the data entered into the Service Desk system
- Drive up the "first time fix" ratio by ensuring the documentation of workarounds/fixes to known problems
- Ensure IT asset documentation is maintained by the application of strict change management and recording
- Report any security breaches or weaknesses to the Security Manager
- Suggest problems to be investigated by the Problem Manager
- Be aware of and understand new projects and software being rolled out to be able to deliver changes to customers
- Adopt a creative approach to problem solving to ensure resolution
- Create documentation for use on the service desk and other teams
- Act as a technical specialist to solve known problems as directed
- Ensure that all documentation is written, maintained and executed to the highest standards and act as a champion of the Quality Management System (QMS)
- Ensures the security of the IT systems both physically and logically
- Work within the Council's ITIL Framework.

Main duties of the job for appointment at or progression to Senior Digital Customer Service at Grade H also include:

- Take responsibility of calls escalated to them to ensure resolution
- Demonstrates ability to resolve more complex issues
- Builds appropriate and effective business relationships
- Advises on the available standards, methods, tools and applications relevant to own specialism and can make appropriate choices from alternatives
- Carries out agreed operational procedures, including configuration, installation and maintenance
- Assist in the collection and presentation of performance metrics
- Work with the Problem Manager to resolve complex calls
- Acts as the custodians of the production environment and ensures quality of the environment through the strict use of the Release and Change Management processes.
- Works with the Enterprise Architect on the development of the Infrastructure
- Understand the range of projects and activities being delivered as part of the Digital Strategy and be able to identify opportunities for wider implementation
- Be a champion for the Digital Strategy and be able to articulate the benefits of technology
- Work with the Digital Ambassadors across the Council to drive the take up of digital services
- Ensure that the information for Digital & IT on the intranet is fit for purpose, up to date and in plain English.

Key activities

Performance

- Works with manager and colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement
- Supports operational plans to ensure that the resources within the teams are used to best effect and impact

Customers and Partners

- Builds strong internal and external working partnerships to enable the service to be delivered in an outcome-focused and efficient way
- Supports the Council's commitment to community cohesion and valuing diversity and social inclusion

Digital/New Ways of Working

- Uses new technologies, particularly Google, to adopt modern, agile working practices, improve customer service and eliminating paper-based processes wherever possible

Equality and Diversity

- Embeds equity, equality, fairness and diversity into all aspects of team working and service delivery

The person

In order to successfully deliver the responsibilities of the role, you will need to:

- Question and challenge ways of working, with an understanding of the bigger picture in terms of the corporate context and external environment
- Demonstrate agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders within and outside of the Council
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate innovation and creativity
- Actively engage in positive cross organisational communications and team working
- Communicate clearly, confidently and appropriately with colleagues using the best methods of communication for the task.

Experience

- Foundation level understanding of ITIL
- Strong understanding of the use of a Service Desk product for day to day Incident, Service Request and Standard Change processes.
- Broad understanding of the Councils' core business
- Knowledge of technical set up and operation of hardware, software and client side ecosystem
- Understands the vision and strategic goals of the organisation, directorate and service
- Experience of working with the processes, systems and functions in IT environments
- A track record of delivering excellent customer service.

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:

- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:

- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:

- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence

Digital & IT Behaviours

In Digital and IT, we want to encourage behaviours that support the values of both of our Councils.

- Within teams and across the broader Digital and IT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and IT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our Councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.