



ICT Service Desk Analyst (1st line)

Office of the Parliamentary and
Health Service Ombudsman



Manchester / Hybrid working

Application pack and information for candidates

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About us

The work of our organisation

We currently have around 490 employees based at our two sites in London (Millbank) and Manchester.

Complaints about government departments and other public organisations are referred to us through MPs, while those about the NHS in England are usually received directly from complainants

In 2019-20, we completed 1210 investigations about 1420 organisations. We upheld 54% of the complaints we investigated. This means that we found the organisation complained about had made mistakes or provided a poor service, and that this had a negative effect on the person complaining that had not been put right.

When an investigation leads to an upheld complaint, we seek appropriate redress for any unremedied injustice or hardship suffered by the complainant. This may involve an explanation of what went wrong, an apology, changes in procedures to prevent problems recurring and, where appropriate, a payment.

Our vision, role and strategic aims

Our vision

Our vision is to be an exemplary public services ombudsman by providing an independent, impartial and fair complaints resolution service, while using our casework to help raise standards and improve public services.

Our role

We make final decisions on complaints that have not been resolved by the NHS in England and UK government departments, and some other UK public organisations. We do this independently and impartially.

We are not part of government, the NHS in England or a regulator. We are neither a consumer champion nor an advocacy service.

Strategy

On 16 April 2018, we published our corporate three-year strategy that sets out how we will become an exemplary ombudsman service. It sets out three objectives to achieve our vision of becoming an exemplary ombudsman service.

1. To improve the quality of our service, while remaining independent, impartial and fair

Our main focus is to complete the work we started in 2017-18 to improve our service. Building public confidence and trust in what we do remains our priority. We will then explore how we can introduce new ways of working that will help resolve cases more quickly and effectively. This will improve both the quality and timeliness of our decisions, and the overall experience for people making complaints.

We will continue to invest in our staff so they are equipped to deliver a professional casework service that remains sensitive to the complex, often tragic, issues that are brought to us.

2. To increase the transparency and impact of our casework

By the end of the three-year period, we will publish much more of our casework online to help improve public services. This includes highlighting where things have gone wrong and what organisations are doing to put them right.

We will also continue to target our insight reports so that important lessons from our casework and systemic reviews contribute to raising standards in public services.

3. To work in partnership to improve public services, especially frontline complaint handling

Helping to improve public services will be central to what we do. But we cannot succeed on our own. We must work with a range of strategic partners to improve how the public sector responds when things go wrong.

We will explore a number of options for achieving this objective, from sharing good practice to developing training material for front-line complaint handlers.

Our values

Our values define who we are as an organisation and how we go about our work each day. By living our values, we can create an environment in which people want to contribute the best they can, for each other and for those who use our service.

It is important that our values and behaviours are not just words on a page. We want them to be lived by all and to support a culture of being exemplary.

Values

Independence:



We are independent from organisations we investigate, holding them to account for service failure.

Fairness:



We listen carefully to complainants and the organisations we investigate and we make impartial and fair decisions based on relevant evidence.

Excellence:



We learn from engagement with complainants and organisations we investigate to improve our accessibility, efficiency and effectiveness and the quality of our decisions.

Transparency:



We communicate with those using our service and then publish information about findings, how we are performing and how organisations we investigate have implemented our recommendations

Working the PHSO way

| Our values | Working the PHSO way | How we do it |
|--------------|--|--|
| Independence | Doing the right thing Showing integrity | Being open, honest and authentic Listening to understand Being ethical and accountable Being professional and a role model |
| Fairness | Taking ownership and responsibility Respecting every individual | Being proactive and taking the initiative Fostering trust and empowering others Being approachable and considerate Embracing equality and diversity |
| Transparency | Communicating clearly and openly Working together | Being collaborative Inspiring confidence in our actions and decisions Being thorough and outcome focused Maximising value and minimising waste |
| Excellence | Learning and improving Achieving results | Developing our expertise and learning continuously Being open to feedback and change Delivering on our commitments and making it happen Aiming for high quality and achieving standards |

Governance

The Ombudsman is appointed by the Queen and is directly accountable to Parliament. He is independent of government and the NHS, and is solely responsible and accountable for the conduct and administration of all work carried out by the Office and for the decision made in each case.

The PHSO Board

Chaired by the Ombudsman, the Board makes decisions about our performance, our plans, our finances and how we are delivering our strategy. The Board does not make decisions on complaints. It is made up of non-executive directors and executive directors.

Executive Team

The Executive Team is responsible for day-to-day management of the Office and makes recommendations on proposed actions to the Board. The Executive Team is accountable to the Board for implementing its decisions. It regularly monitors operational and casework performance, and is kept informed of developments in major cases.

The Audit Committee

The role of the Audit Committee is to support the Ombudsman (as Accounting Officer) and our Advisory Board in monitoring the adequacy of our corporate governance and control systems.

Ombudsman's introduction to the Principles

We want to be open and clear with both complainants and the organisations we investigate, about what we expect when organisations deliver services, and the questions we ask in deciding whether maladministration and service failure have occurred. In particular, we want public organisations to understand how we approach complaints, and complainants to understand how we will consider their cases.

For those reasons we have produced a document on the Ombudsman's Principles, which brings together our:

- Principles of Good Administration
- Principles of Good Complaint Handling, and
- Principles for Remedy.

These three sets of Principles outline the approach that we believe public organisations should adopt when delivering good administration and customer service, and how to respond when things go wrong. They underpin our assessment of performance, our vision of good complaint handling and our approach to putting things right.

The Principles are based on our experience of handling a large number of complaints. The Principles endorse legality, flexibility, transparency, fairness and accountability - the necessary ingredients of good administration.

The same six key Principles apply to each of the three documents. These six Principles are:

- Getting it right
- Being customer focused
- Being open and accountable
- Acting fairly and proportionately
- Putting things right, and
- Seeking continuous improvement.

For more information about this please go to: www.ombudsman.org.uk/about-us.

About the role

We are looking for an enthusiastic ICT First Line Service Desk Analyst, with front line experience of end user support to join our ICT team.

Reporting to the ICT Service Desk Team Leader, you will be responsible for logging, resolving and escalating a range of ICT incidents and service requests as well as systems and event monitoring tasks and end-user device management.

You will deal with enquiries raised over the telephone, self-service or face to face ensuring all incidents and service requestes are captured and progressed and resolved to the highest quality.

You will have:

- A passion for customer service with fantastic communication skills.
- A friendly and enthusiastic manner and a commitment to quality service.
- Experience of working in an ITIL aligned support environment.
- A good knowledge of technology and a methodical approach to triaging and fixing issues.
- Previous experience of working in a customer-focused service provider environment.
- Good planning and organisational skills.
- The ability to meet targets and deadlines.
- Experience of working with third party suppliers.

Job Description

| | |
|---|---|
| Job title: | First Line Service Analyst - ICT |
| Department: | ICT & Accommodation |
| Responsible to: | ICT Service Desk Team Leader |
| Grade: | B |
| Location: | Manchester |
| Responsible for: | No direct reports |
| Job purpose: | The First Line Service Analyst provides front line end user support to approximately 490 staff across our Manchester and London offices. Logging and resolving incidents and service requests raised over the telephone, self-service or face to face to deliver a customer focussed service. |
| Main duties: | |
| <ul style="list-style-type: none"> • Following agreed procedures, identifies, registers and categorises incidents and service requests according to severity and impact • Gathers information to allow suitable triage activities to take place and enable resolution promptly. • Reviews and updates incidents & service requests with progress and advises users of actions taken on a regular basis • Provide first line end user support for Windows Operating System, VMWare Horizon, VPN connectivity, Apple iOS, Active Directory, Outlook, Office365, SharePoint, MS Dynamics, Teams, Teams-enabled meeting room equipment, Mobile Devices and MFDs escalating to internal teams or external suppliers where necessary • Fulfil service requests for standard catalogue items. • Complete tasks as required to ensure systems are proactively monitored and end-user devices are managed • Provide advice and guidance in the use of standard computer applications • Assist in the maintaining of the software and hardware asset register to support the audit process • Provide the appropriate resources for starters, movers and leavers • Testing new or upgraded applications and hardware | |

Generic Duties:

- Contribute to the team's delivery against agreed service level targets and quality standards.
- To provide excellent customer service to all internal and external stakeholders and customers.
- Continuously seek to enhance our reputation internally and identify opportunities to promote our service.
- To ensure all legislative, regulatory, policy, process, procedures and guidance requirements of PHSO are adhered to and appropriately evidenced to the role's line manager.
- Support the creation of local operating procedures to ensure a consistent delivery of service across the team.
- Publishing support documentation to assist staff with requests for information & provide staff training if required.
- Escalate issues where appropriate.
- To take decisions in accordance with the role's delegated authority.
- To promote and support the PHSO's vision and values.
- To complete any other duties commensurate with the role.

Person Specification

| | Essential | Desirable |
|----------------|--|------------------------|
| Qualifications | | An ITIL qualification. |
| Knowledge | Knowledge of a wide range of technologies including: Windows Operating Systems, Active Directory, Outlook, Teams, Microsoft Office, Office365, SharePoint, Apple mobile devices, MFDs and Telephony | |
| Skills | Excellent analytical and triage skills and an informed, evidence-based approach. Good planning and organisational skills. The ability to meet targets and deadlines. Excellent communication skills, including verbal and | |

| | | |
|-------------------|--|---|
| | <p>written.</p> <p>The ability to work under direction or independently and be self-motivated.</p> <p>The ability to manage own workload prioritising where necessary.</p> <p>Demonstrate dedication and a strong sense of customer service. Provide balance between customer needs and client operational interests</p> | |
| Experience | <p>Previous experience of working in a customer-focused ICT service provider environment.</p> <p>Proven experience of contributing towards continuous service improvement.</p> | <p>Previous experience of working on an ICT Service Desk or providing end user support.</p> <p>Experience in remote end-user device management.</p> |

Competencies

Engaging People

Communicating Effectively

Communicates ideas and information effectively, both orally and in writing. Uses language and a style of communication that is appropriate to the situation and people concerned.

Team Working, Diversity and Inclusion

Develops strong working relationships inside and outside the team to achieve common goals. Breaks down barriers between groups and involves others in discussions and decisions. Creates an inclusive environment, one from which all staff can benefit, contribute and feel valued.

Customer Focus

Provides excellent services to meet internal and external customer needs. Understands the needs and perspective of the customer and looks for ways to adopt an approach during each stage of the process that is tailored and sensitive to their case or circumstance.

Organisational and External Sensitivity

Continuous Improvement

Continually look to improve my skills, knowledge and ways of working and seeking ways to improve efficiency and value.

Managing Change

Continues to perform an acceptable standard during times of change. Maintains awareness of a constantly changing business environment and shows a desire to listen and be part of new ideas.

Organisational Awareness

This is about understanding the political landscape in which PHSO operates and some of the challenges we face in our aim to deliver 'more impact for more people'.

Delivering Results

Negotiating and Influencing

Sells the benefits of the position they are proposing, and negotiates to find solutions that everyone will accept.

Planning and Quality Focus

Plans activities to make sure resources are used effectively whilst ensuring quality is not compromised.

Creative and Analytical Thinking

Is able to analyse situations, diagnose problems, establish and evaluate alternative courses of action and produce practical and acceptable solutions. Continually seeks out ways of improving processes by problem solving to identify the root cause before making a decision.

This job description is not intended to be exclusive or exhaustive. It is an outline indication of the areas of activity and may be amended to reflect the changing needs of the organisation. Post-holders are expected to undertake other duties and responsibilities commensurate with the nature, level, scope and grade of the post.

Application and selection process

Application

Your application should be in the form of **written CV and supporting statement**

The written statement should cover no more than 2 sides of A4 paper in font size 12, demonstrating why you think you are suitable for the post, and using examples to show how your knowledge, skills and experience meets the requirements of the person specification. Any of the competencies may be tested at interview.

You should take into account the person specification and the competencies required for the role.

Applications should be submitted via our e-recruitment site no later than 10am on 29th September. Interviews and assessments are due to take place within 2 weeks of closing date.

Selection

CVs and responses will be considered and shortlisted. Applicants will be invited to attend an interview and assessment.

Further details regarding any assessments will be provided to shortlisted candidates.

Adjustments to the selection process

The nature of the selection process is described above. If you need to have adjustments made at the interview to enable you to complete the selection process, please ensure that you state this in the disability section on the application form.

We are committed to making reasonable adjustments where possible.

Summary of terms and conditions

Contract

Permanent

Salary

£24,272

Hours

You will be required to work 36 hours per week over five days (Monday to Friday).

Pension

The civil service pension scheme offers a career average earnings-related scheme or defined scheme. Further details are available on the civil service pension website www.civilservicepensionscheme.org.uk .

Leave

The full-time annual leave allowance is 30 days per year, in addition to 8 public holidays and 2.5 additional days.

Flexible Working

The majority of our teams have been working from home since the start of the pandemic. We plan to return to the office in September and will commence 6 month trial of hybrid working.

Other benefits

Other benefits offered to all staff include an employee assistance programme, season ticket or bicycle loans, a gym subsidy scheme, and childcare vouchers.

Travel

You may be required to travel on official business occasionally, normally within the UK. We will reimburse any travel costs relating to official business (this does not include home to office journey).

Pre-employment checks

All offers of employment are conditional and subject to our pre-employment checks, including security clearance, references and a health assessment for fitness to work. If necessary, you may need to undertake a medical assessment.

Probation

Successful candidates will be on probation for ten months.

Outside activities

As a crown servant, you may not take part in any activity that would in any way impair the effectiveness of your work for the Parliamentary and Health Service Ombudsman, or engage in any occupation that may conflict with the interests of this Office or be inconsistent with your official position. Subject to these conditions, work of a minor or short-term nature (for example, vacation or after-hours work) will normally be allowed, provided you seek prior permission.

You will also be subject to certain restrictions. Standing as a candidate in Parliamentary elections is prohibited. Standing for local authority elections, canvassing on behalf of candidates, and expressing views on matters of political controversy in public speeches or publications require permission from this Office and may be refused. There is also a requirement to declare involvement in any activity where you have an actual or potential conflict of interests.

Equal opportunities

It is important to us that we promote an open, respectful, and transparent culture made up of individuals with their own unique identities at all levels. A diverse and inclusive culture leads to better engagement, belonging, well-being, improved decision making and delivering better results. A diverse workforce allows us to better reflect the communities we serve so that we better understand the experiences of individuals who bring to complaints to us and provide them with a service that meets their requirements.

As part of our commitment to equality, diversity and inclusion we actively encourage applications from under-represented groups such as returning parents or carers who are re-entering work after a career break, people who are LGBT+, from Black, Asian, Mixed Ethnicity and Other Ethnic Group backgrounds, who have a faith other than Christianity or none, with a disability, impairment, learning difference or long-term condition, with caring responsibilities, from different nations and regions and those with a lived experience of poverty as well as any other under-represented group in our workforce. We are committed to ensuring the safety and protection of our employees from all forms of harm.

Disability

Applications from people covered by the *Equality Act 2010* are particularly welcome. The term disability is defined in the *Equality Act 2010* as a physical or mental impairment that has a substantial and long-term effect (that has lasted or is likely to last for a period of twelve months or more) on the ability to carry out normal day-to-day activities.

Any disabled applicant who applies under the guaranteed interview scheme (GIS) and who meets the minimum selection criteria will automatically progress to the next stage of the recruitment process, which may be an assessment or interview.

By 'minimum selection criteria' we mean that you must provide us with evidence in your application form that you meet the level of competence required for the

qualifications, knowledge, skills or experience defined as essential. If you have any questions please do not hesitate to contact us.

A false declaration of a disability under the GIS to obtain a guaranteed interview, which results in employment, may invalidate your contract of employment.

You may wish to declare a disability but not apply under the GIS.

Where a disability is declared, we will make all reasonable adjustments to accommodate your needs.

Data protection

We will record the information given for the purposes of recruitment and selection monitoring. We will process the information for the purposes of HR administration and statistical evaluation only.

Feedback

Candidates are asked to note that we do not provide feedback on applications at longlisting or shortlisting stage.