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| **Job Title** | **Service Desk Manager** |
| **Reports to** | **Exec Director, Service Management & Campus Technology** |
| **Department** | **Technology** |
| **Job Family** | **Business Services**  | **Level** | **4** |

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| **About the School** |
| At London Business School, we strive to have a profound impact on the way the world does business and the way business impacts the world. Our departments work hard to ensure that we are continually delivering a world-class service, academic excellence and that our course offering maintains our place as a leading business school. With thought-leading faculty and dynamic learning solutions, we empower both businesses and individuals by offering a transformational learning experience that will broaden their professional knowledge and global mindset. As well as offering postgraduate courses for the business leaders of the future, we run open and customised executive courses for professionals and corporate clients that help leaders identify the future focus and strategic direction of their businesses. With London in our hearts, we draw from its status as a financial, entrepreneurial and cultural hub to attract a diverse range of students and faculty, creating an abundance of opportunities to network with industry experts and alumni worldwide.  |

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| **About the Department** |
| The LBS Technology department is responsible for delivering and supporting all digital technology solutions required for the effective running of London Business School.  We provide specialist capability in IT Service Delivery, Software Development, Digital Solutions Delivery, Teaching and Learning Technology, Platform integration, Data Management, Cyber Security, Project Delivery, Business change and enterprise architecture.Cyber security transformation is a key focus area, and a step-change in approach and security posture is required to ensure that flexible solutions are built with security embedded by design to reduce the risk of business impacting security incidents. The School is determined to offer demonstrable cyber security intent, compliance and structured progress over a sustained period. |

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| **Job Purpose** |
| The Service Desk Manager is responsible for leading the IT Service Desk team in delivering exceptional 1st and 2nd line support to students, executive education participants, alumni, faculty, and staff within a prestigious business school environment. The role ensures the effective operation of IT support services, with a strong focus on customer service, continuous improvement. This role requires on-site presence at our London Campus a minimum of 4 days per week. **Team Leadership & Performance*** Recruit, mentor, and develop a high-performing service desk team.
* Set clear objectives and KPIs, conducting regular performance reviews, quality audits and coaching sessions.
* Foster a culture of continuous improvement, collaboration, and accountability.
* Monitor service desk metrics, producing regular management reports

**Service Delivery*** Responsible for 1st and 2nd line support for all users, ensuring timely and effective resolution of incidents and service requests.
* Ensure service desk processes align with ITIL best practices and the school’s service standards and defined SLA’s.
* Maintain and enhance knowledge base and documentation for common issues and procedures.

**Customer Service Excellence*** Champion a customer-centric approach, ensuring a positive user experience for all stakeholders.
* Manage escalations and complex issues, ensuring swift and satisfactory resolutions.
* Gather and act on feedback from users to drive service improvements.

**Key Relationships*** Students, Executive Education Participants, Alumni
* Faculty and Staff
* Technology Department (Including; AV, Infrastructure, Applications, Security)
* External Vendors and Service Providers
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| **Key Areas of accountability and Key Performance Indicators (KPIs)** |
| **Key areas of accountability:****Strategy and Planning** * Contribute to the development of strategy for the area, ensuring that plans are aligned to wider departmental strategy and overall School goals.
* Contribute to the development of broader operational plans, manage operational plans in own area and enable successful implementation by prioritising and aligning planned activities.
* Contribute to the development of Key Performance Indicators to support the assessment of the quality and efficiency of service delivery.

**Partnering and Service Delivery** * Partner with relevant area to understand their business goals and provide them with professional or technical advice, sharing expertise and information to support effective decision-making.
* Use specialist knowledge and information to diagnose and resolve technical issues within agreed parameters, escalating the most complex where appropriate.
* Manage the delivery of activities within a specialist area, in line with relevant policies and procedures, to ensure performance meets set targets/key performance indicators to support the School in the delivery of a first-class service.

**Analysis and Reporting** * Process complex data and apply technical knowledge when conducting root cause analysis to identify solutions to complex issues/unique requests from students, colleagues or stakeholders from across the School.
* Liaise across the team to prepare complex reports to inform review, planning and decision-making.

**Compliance** * Provide advice to colleagues and stakeholders on the interpretation of policies and procedures for an area of specialism, and support monitoring, to ensure compliance across the School.

**Supplier/Contractor Management** * Monitor the quality of work delivered by third-party suppliers and agencies against service level agreements to ensure it is to the required standard, and provide feedback on performance to management. Take action as necessary based on feedback and escalate issue resolution when required.

**Collaboration** * Partner, and build strong relationships with relevant areas to ensure good understanding of their business goals and that advice/service delivered meets and exceeds their needs.
* Develop and enhance relationships with stakeholders across the School to facilitate improved communication, support implementation of change programmes, and to monitor the level of satisfaction with service delivery.

**Financial Management** * May carry responsibility for a specific budget, fulfilling financial management requirements and ensuring the effective use of financial resources within budget.

**Process Improvement** * Research best practice in own area of expertise, and review and analyse detailed business models to support senior management in developing and improving policies, processes and systems relevant to a specialist area.

**Change Management** * Champion change by role modelling the behaviour expected from all colleagues, and consider the impact of change on all processes, systems and people to ensureappropriate steps are taken for successful implementation.
* Consult with and advise the business on change programmes and initiatives, influencing stakeholders so they become advocates for the change and support its successful implementation.

**KPIs:*** Delivery of high-quality service in area of specialism.
* Development of solutions and improvements to complex issues within own area of specialism.
* Production of high-quality reports, with complex analysis to support management decision-making.
* Contribution to cross-School compliance with regulations and legislation.
* High-quality work delivered by third-party contractors and agencies.
* Projects delivered on time, on budget and to quality standards.
* Strong cross-team working relationships with key stakeholders.
* Positive feedback from students, colleagues and stakeholders.
* Improvements in commercial performance for the team or department.
* Contribution to the development of policies, processes and systems.
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| **Knowledge/Qualifications/Skills/Experience required**  |
| * Proven experience managing a high performing service desk or IT support team, ideally in higher education or a comparable environment.
* Strong knowledge of Microsoft technologies (Windows, Office 365, Teams, Intune, SharePoint, etc.).
* ITIL V4 certification desirable, framework knowledge essential.
* Demonstrable commitment to customer service excellence and continuous improvement.
* Excellent leadership and team development skills.
* Excellent communication skills with the ability to engage a variety of audiences.
* Sound working knowledge of policies, regulations and legislation in area of specialism.
* Excellent analytical and problem-solving skills.
* Ability to manage multiple internal and external stakeholders.
* Ability to prioritise and focus on material issues.
* Experience with service desk tools (Halo preferred).
* Experience of leading projects.
* Experience in effectively managing external suppliers/contractors.
* Financial management experience and commercial acumen.
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| **Staff** | **Yes** |
| **Budgets** | **Yes** |
| **Date Updated** | **08/07/25** |