BritishRedCross

Senior Service Analyst

Job Level	Level 4	Job Reference No:	
		Role review date:	August 2023
Directorate	Digital Data and Technology	Function	Technology
Service	Service Delivery	Reports to:	Service Delivery Squad Lead

Scale and scope of role

Direct reports	None	Indirect reports	None
Budget responsibility/ accountability	None	Accountable for other resources	None

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over, we help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its fundamental principles: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Senior Service Analyst is responsible for the service delivery of technology services and operational processes with direct engagement with service stakeholders through timely remediation of incident and service requests where both technical depth and breadth of knowledge is required.

The role forms a key part of a Service Delivery function responsible for transforming the way we work and improving the customer experience supporting the ethos of technology that just works.

Key responsibilities

Management and Leadership

- Individually play a key role or support the squad in the delivery of technical outcomes.
- Ensure delivery of work package or elements thereof, incidents or requests in line with outcome or SLA/KPI commitments.
- Ensure delivery of work package or elements thereof, incidents or service requests inline with outcome or SLA/KPI commitments.
- Support during incidents with production services, with clear communication to stakeholders. Identify and support people who are resolving issues.

Service Delivery

- Translate customer needs into technical requirements. Ensure the needs of the customer are fully understood and that implementation plans match expectations.
- Produce relevant reports on SLA / KPI in a standard format and agreed timeframe. Support the Squad Lead to identify and develop any changes in the reporting process.
- Support and foster Continual Improvement.
- Foster and build on these key stakeholder relationships.
- Log support requests, incidents, outcomes, changes and improvements appropriately.
- Support the contribution to maintaining technical documentation, knowledge articles and user guidance.
- Be agile and flexible in approach to Service Delivery.

Service Operations

- Provide customer focused support for staff and volunteers within BRC in locations across the UK and overseas. Support colleagues both remotely and in person.
- Troubleshoot issues across the operational eco-systems. Investigate issues and work with colleagues to identify root causes and resolve issues.
- Maintain a high level of customer service and deal with complex complaints. Use empathy to satisfy customer demands. Be proactive and adaptable to deliver the best outcome for the customer.
- Take accountability for issues that occur and be proactive in searching for potential problems. Escalate issues appropriately within the team or to outsourced service providers.
- Track, log and correct information to protect assets and components. Maintain secure configuration and accurate information, controlling IT assets and account management.

- Lead and support visits to BRC offices across the UK to assess and maintain local IT systems, devices and infrastructure.
- Flexible approach to working across core hours, in addition to a flexible approach to OOH work.
- Support Operational service management of supplier management.

Service Improvement
- Identify continual improvement opportunities.
- Use data to identify patterns and trends. Investigate patterns and trends to resolve problems. Consult specialists where required. Determine the appropriate remedy and assist with its implementation and determine preventative measures.
- Support change management initiatives as defined by the technical teams or project (work packages or the delivery of technical change).

Engineering Culture
- Participate in and support a healthy, inclusive and diverse collaborative engineering culture in line with our values.
- Be agile and flexible in approach to delivery and proactively participate in squad rotations.
- Advocate for the team and engineering to raise awareness on team health, ensure inclusion, and drive positive change.
- Understand your role within the squad, aligned to responsibilities, outcomes and objectives.
- Openly share ideas with colleagues for continual improvement.
- Support the squad in technical coaching and mentoring.

Team Leader
- All team members understand their responsibilities and objectives.
- All resources involving staff are managed in accordance with BRC policies and procedures.
- All staff are kept informed of all relevant organisational plans and updates on development.
- Team ideas and comments are communicated and forwarded appropriately.

Team Member
- Actively participates in all team meetings.
- Supports other team members.
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics).

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

The role is required to participate in on-call arrangements from time to time, to attend to a critical problem which might occur outside of the BRC normal contractual hours. In such circumstances, an on-call allowance will be paid in line with BRC policy.

The role is also required to work additional hours or days from time to time, including evenings /weekends and Bank/Public Holidays for which time off in lieu may be given in accordance with the BRC policy.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role.

England and Wales – Disclosure and Barring Service (DBS)
• None
Scotland
• None
Northern Ireland
• None

Drivers Check – Required: No

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
Knowledge and Skills	**S**	**I**	**A**
Essential			
- Foster relationships in a squad.		I	
- Broad awareness of common enterprise technology services such as end user devices, applications and unified communications.		I	
- Demonstrated ability to assess user needs and deliver continuous improvement of end-user services and applications.		I	
- Ability to communicate clearly and concisely, both orally and in writing		I	A
- Prepare and present meetings or stand-ups.		I	A
- Awareness of authentication technologies, such as Microsoft Active Directory, Microsoft Azure Active Directory, Microsoft Authenticator and SSO/MFA.		I	A
- Mentor.		I	
- Ability to handle customer queries and complaints with empathy.		I	A
- Ability to create technical documentation and user guidance materials.		I	

	S	I	A
- Awareness of unified communications technologies and how they are best served to support the customer.		I	A
Desirable			
- ITIL and Agile foundation	S	I	A
- One of more relevant Microsoft certification, such as Windows OS, M365, Intune, Autopilot, Unified Comms (including software), SaaS and Managed Service.	S	I	A
- Modern enterprise management non-Windows laptops and desktops.	S		A

Experience	S	I	A
Essential			
- Developing policies, standards, and procedures relating to end-user computing technologies and services.		I	
- Deploying and maintaining secure configurations and controls to protect against malicious activities, including malicious software, to provide protection from advanced persistent threats.	S		
- Experience handling customer requests, queries and complaints both in person and remotely	S	I	A
- Experience working in an enterprise technology environment	S	I	A
- Experience tracking and logging work in a ITSM / Confluence tooling	S	I	A
Desirable			
- Experience with ITSM tooling	S	I	A
- Experience working in an Agile framework	S	I	A
- Experience working in an ITIL framework	S	I	A

Additional requirements			
Essential			
- Ensures inclusive practice, challenges discrimination, and promotes diversity in line with our Equality, Diversity, and Inclusion (EDI) policy.		I	

Values in Action			
Dynamic - We move forward as one team.			
- Every day, we're adapting, innovating and learning.			
- When the unexpected happens, we are calm, quick and efficient.			

- We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we're a united force for good. **Inclusive** - We are open to all. - We treat each other with dignity and respect. - Every person's uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren't scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis		

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.