JOB DESCRIPTION

MANSFIELD
BUILDING SOCIETY

Job Title:	**Technical Support Team Leader**	Job Band:	3b
Department:	Information Systems	Location:	Mansfield Head Office
Accountable to:	IT Manager	Number of Direct Reports:	2
Job Purpose:	**1. Supervision**		

1. Supervision

- To supervise, support, lead and motivate the Technical Support staff.
- To oversee the day to day activities within your team ensuring that processes run efficiently and effectively.
- To continuously monitor and strive to achieve the Society's overall objectives.
- To use your initiative and act as problem solver, finding solutions instead of problems.
- Manage the day to day delivery of key services provided by 3rd party suppliers.

2. Customer Services

To provide, and encourage your staff to provide an excellent standard of customer service at all times. This should include:

- Ensuring that tasks are dealt with in an efficient manner avoiding any delays in responding to the departments customers.
- Promotion of the Society, its products and services (including products offered in association with various partners) to the customers.
- To ensure that you and your staff are treating customers fairly at all times whilst providing information that is fair, clear and not misleading.

3. Support

- To support your team and provide effective support to your Line Manager.

4. Training & Development

Instigate and deliver a training plan to ensure that all staff receive sufficient and adequate training to enable them to:

- Carry out their day to day role effectively.
- Be fully conversant with policies, procedure and controls and ensure compliance with all relevant statues and codes
- Comply with Health and Safety requirements

MAIN DUTIES	
OPERATIONS:	To supervise, support, lead and motivate the Technical Support staff.
	To be accountable and responsible for the routine day to day operations of your delegated team and to allocate, monitor and control the duties of the staff to ensure the smooth and efficient running of the department.
	Maximizing availability of all IT equipment and infrastructure through continuous improvement and proactive, preventative maintenance, continuously look to improve equipment efficiencies and cost reductions accordingly.
	To ensure you effectively communicate to all staff in your delegated team to ensure they understand the Society's aims, objectives, standards and targets and how they, as individuals, help to achieve them.
	To ensure that you, and your staff adhere to the policies, procedures and controls of the Society.
	To provide written and verbal reports to the IT Infrastructure Manager in relation to workloads and resources as and when required and in accordance with specified timeframes.
	To liaise with other departments and external suppliers as and when required.
	To ensure that all departmental documentation and procedures are kept up to date at all times.
	To provide support to the IT Infrastructure Manager and assist with any other duties which may be required.

	Perform annual Disaster Recovery testing to ensure that all systems can be recovered within the defined time frames.

GENERAL DUTIES:

- To carry out all duties as detailed and in accordance with documented policies and procedures

- Maintaining risk awareness within your role, ensuring relevant controls are implemented and are operating effectively, reporting of all risk events identified and escalating risk issues which have the potential to breach the Society's appetite for risk / control environment

- To prepare and collate management information in accordance with laid down procedures and standards

- To ensure all targets/objectives as laid down are achieved.

- To promote the interests of and ensure adherence to the policies of the Society.

- To carry out all duties taking into account the FCA's Conduct Risk requirements and the principles of Treating Customers Fairly.

- To ensure that regulatory requirements in respect of Anti Money Laundering (AML) and Terrorist Financing are complied with, including:

  • Understanding the law and personal obligations and responsibilities under it and the potential legal and regulatory penalties for any breach / non-compliance.
  • Completion of training as required in order to attain and maintain knowledge and continuing competence in AML systems, controls and procedures.
  • Reporting knowledge or suspicion of any money laundering or terrorist financing activity promptly in accordance with procedures.

- Ensure adherence to the FCA's Conduct Rules

To undertake other duties as may be required in the post and department detailed above or any other post in any department or branch of the Society.

Provide all information requested by both internal and external auditors in a timely fashion.

DATE:		**AGREED:**	

PERSON SPECIFICATION

CRITERIA	ESSENTIAL	DESIRABLE
QUALIFICATIONS	• 5 GCSES/O'LEVELS A-C • Level 3 Qualified A-LEVEL/DIPLOMA	• Industry recognised accreditation in a core technology used by the Society • ITIL Foundation
EXPERIENCE	• Minimum 3 years experience working as a 2nd/3rd line Technical Support Analyst	• Previous management/supervision experience • 1 years' experience in a customer service environment or relevant work experience • Experience working in a regulated environment
KNOWLEDGE	• Hands on technical experience supporting the core systems in use by the Society	• Regulatory systems
SKILLS AND ATTRIBUTES	• Problem analysis and resolution skills • Strong written and verbal communication • Ability to adjust priorities and manage time in a fast paced environment • Flexible • Quick thinking	
PERSONAL ATTRIBUTES	• Driven, self-motivated, and results oriented • Ability to work under pressure • Has a passionate for delivering value to customers • Team Player • Efficient	