



Sanctuary was established in 1969 and since then it has grown into a successful provider of housing and associated services, now managing over 79,000 units of accommodation throughout England and Scotland including general rented, sheltered, supported accommodation, student and key worker accommodation and care homes.

IS SERVICE DESK ANALYSTS

WORCESTER

£21,853 TO £23,500 PER ANNUM, 35 HOURS PER WEEK

As an IS Service Desk Analyst your role will be to assist the day-to-day provision of support to users of Sanctuary Information Systems.

Your focus will be to resolve customers' technical queries effectively and provide excellent customer service. You will also ensure that customers are kept up-to-date with progress and that calls passed to other teams contain accurate and relevant information.

You will need to keep abreast of all new products and services, and share ideas and knowledge to other members of the team.

An intermediate knowledge of Microsoft Office, experience in Service Desk Support Systems and email/internet communications are essential.

As well as strong support and involvement, you will also receive our excellent benefits package, which includes 26 days annual leave and a contributory pension scheme.

To apply, please complete an online application or submit your CV and covering letter at www.sanctuary-group.co.uk. For further assistance please contact Recruitment on 0845 543 6377 and quote Ref:SG1654.

Closing Date: 5pm on 2nd March 2012

Building Equality and Diversity

We work closely with the Home Office in order to prevent unlawful working.

Sanctuary Group is a trading name of Sanctuary Housing Association, an exempt charity.





Candidate Information

for

IS Service Desk Analysts

within

Information Systems, Worcester

Date: February 2012

CANDIDATE INFORMATION PACK

About Sanctuary

Working in partnership with both public and private sector organisations, we are committed to providing quality affordable housing and effective social care services and facilities. As a not for profit organisation, our income is used for maintaining our properties to high standards and updating and developing our services.

Housing lies at the heart of our business. With regional operations based in the communities in which we operate, Sanctuary manages homes across England and Scotland, providing general rented, sheltered and home ownership accommodation.

Sanctuary currently employs over 8,000 staff across its UK network of regional and subsidiary offices and maintains Investor in People status.

A growing and rapidly changing organisation, Sanctuary has diversified into the business areas of Care and Management Services.

Sanctuary Care - Our services fall into four main categories:

- Care Homes - Care for elderly & those with learning or physical disabilities
- Home Care - Providing domiciliary support in clients own homes
- Supported Housing - Extra support to live independently
- Extra Care - 24hr care on site, providing the level of support required

Sanctuary Management Services

A commercially focused business which delivers a broad range of facilities management services to Universities and NHS Trusts. This includes the provision of student accommodation and housing for key workers such as nurses.

About the position

This role will work within the Helpdesk Team and report to the Information Systems Service Desk Manager.

The Information Systems team supports the Group by providing effective, consistent and innovative solutions to meet the needs of its customers and the organisation.

As IS Service Desk Analyst, your role will be to assist the day-to-day provision of Helpdesk support to users of Sanctuary Information Systems.

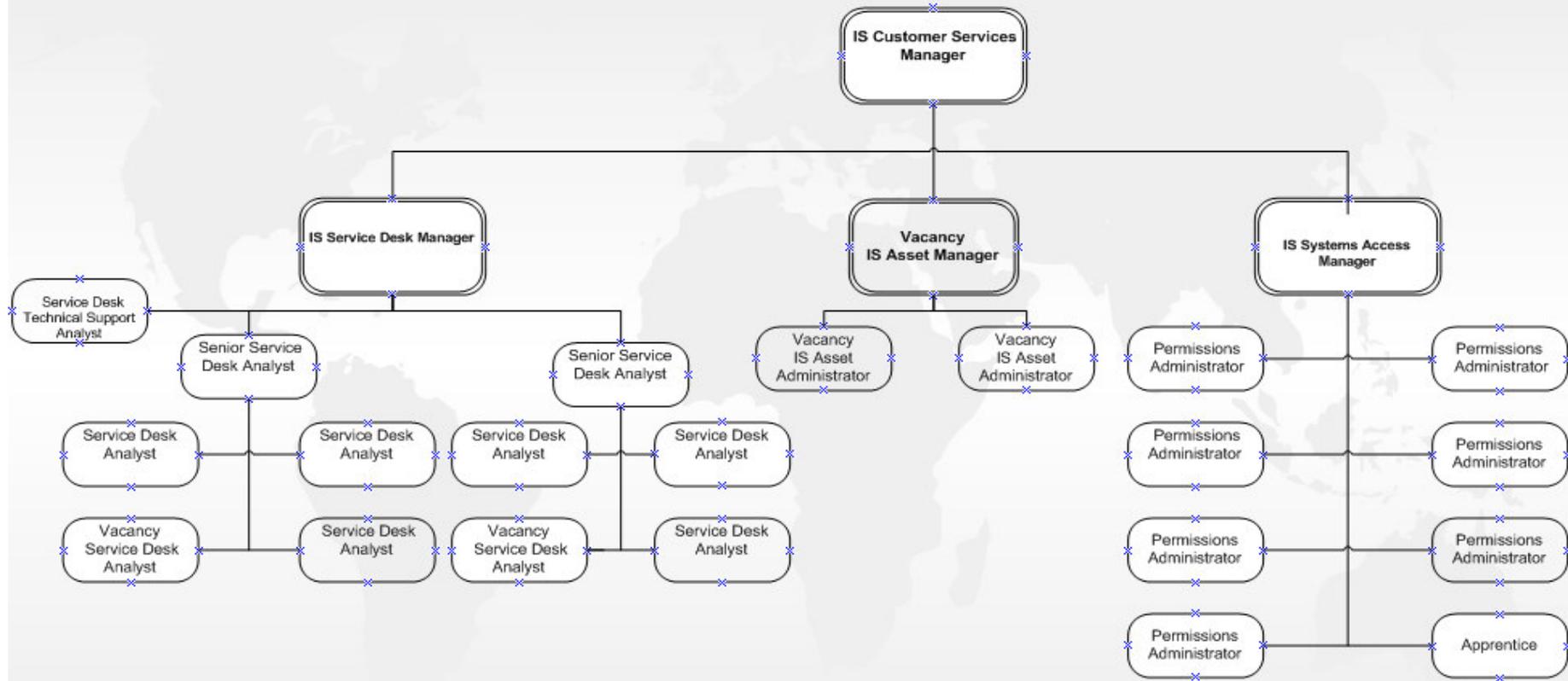
Your focus will be to provide excellent customer service while ensuring that all queries are promptly resolved.

You will be required to keep up with all new products and services and share ideas, skills and knowledge with other members of the team.

You will also ensure that customers are kept up to date with progress and that calls that are passed to other teams contain accurate and relevant information.

There are 8 members of the team located in Worcester. This post is not responsible for the management of staff. Please refer to the attached structure chart to see where this role fits.

IS Customer Services



The salary and hours will be discussed in more detail at interview should you have any questions.

Some of the Group benefits include:

- Pension Scheme
- PHI (Permanent Health Insurance) after a qualifying period
- Validium help line and counselling service
- Group Life Assurance
- Employee Assistance Programme, access to discounted services and benefits after a qualifying period and tax efficient benefits.
- A generous annual leave entitlement of 26 days rising to 31
- Enhanced Maternity, Paternity and Sick Pay scheme after a qualifying period
- Learning and development opportunities

Further details of our excellent benefits scheme will be sent to the successful candidate.

Sanctuary is committed to the promotion of equal opportunities in its activities as an employer and as a Registered Social Landlord. We review and monitor the relevant policies to ensure adherence to its aims, legal requirements and enforcement of non discriminatory practice.

Sanctuary Housing operates a no smoking policy in all its offices.

There is a probationary period of 6 months for this position.

The appointment will be made subject to the receipt of two satisfactory references, police check and CRB as necessary and evidence of eligibility to work in the UK.

If this job requires you to drive on company business (please refer to the advert and role/job profile for this information), it is necessary for you to provide the following documentation if successfully appointed to the role (you are also asked that you bring a copy of your valid driving licence if invited to attend any interviews):

- Valid driving licence (both the paper counter part and the card if applicable)
- Copy of current MOT (if applicable)
- Copy of motor insurance certificate (not the Schedule) declaring you have business cover (if you are going to use your own vehicle for company business)

Please note that the above documents will be required on an annual basis should you be successfully appointed to the role and need to claim for expenses relating to company travel.

Closing Date

The Application Form must be completed in full along with the Equal Opportunities Monitoring Form.

Your application should be returned by **5pm on the 2nd March**. Late applications **will not** be accepted.

Interviews

It is anticipated that short-listed candidates will be invited to attend interview **during the week commencing 12th March**.

Unfortunately there is no parking available on site.

Please let us know when submitting your application if you are unavailable during this time so that arrangements can be made.

Contact Details

If you have any questions on the above information or wish to discuss the post in more detail, then please contact **Stacy Turberfield on 01905 334441**

Assistance for Candidates

Recruitment Plus

Recruitment Plus is a service designed to make it easier for disabled people and those with health conditions apply for jobs.

The service is provided by Sanctuary and Remploy, who will work with you to help you through the entire application process.

The next step

Call Remploy and tell them you are applying for a job through Recruitment Plus. Confirm that you are eligible for the service, then they will help with the following:

- Applying for the job
- Interviews
- If you don't get an interview
- Job Offers
- Starting your new job

For further information call a Remploy Recruitment Advisor on 0845 601 5878.

IS SERVICE DESK ANALYST

Reports to:	IS Service Desk Manager
Scope:	<ul style="list-style-type: none"> ▪ Office based role ▪ Frequent telephone and computer use with associated office hazards
Job Purpose:	To resolve customer IS queries and improve the IS service to the Group.

CONTEXT

This job sits within the Information Systems function based in Worcester. The function is responsible for delivering IS capability within the Sanctuary Group to deliver high quality services for customers.

The job holder will support customers through the resolution of IS queries, working within the IS Service Desk department. This is not an exhaustive list and other duties requiring similar skill levels may be required.

The key business objectives of this job are to:

- Provide technical expertise to resolve customer queries.
- Recognise potential improvements to IS systems and recommend service improvements.

The job holder will take care of their own safety and that of other people, co-operate with the organisation in matters relating to health and safety and not interfere with or misuse anything provided for their health and safety. They will be required to operate within the appropriate health and safety regulations ensuring the working environment, property and occupants are safe and secure at all times. They will also be responsible for reporting anything that may pose a risk to the health and safety of themselves or others.

The job holder will support the delivery of the Group's key business objectives through the delivery of their key accountabilities as follows:

KEY ACCOUNTABILITIES

1. Resolve customers' technical queries effectively to ensure delivery of services within Service Standards and customer satisfaction.
Measure: Levels of problem solving and responsiveness, feedback from customers
2. Analyse and respond to customers' IS queries to improve their capability and/ or rectify system and application faults.
Measure: Service Standards met, feedback from customers
3. Identify and respond to customer demand, supporting improvements to IS services, particularly systems and applications.
Measure: Quality of support provided, feedback from IS colleagues and customers
4. Assist in the development of IS administration and processes to provide efficient, customer-focused services that utilise the capacity and capability of the IS service.
Measure: Efficiency gains achieved, customer/colleague feedback.

RESOURCES

Finance	None
Staff	None
Other	Group wide service provision

PERSON SPECIFICATION

Competencies

Adaptability	When appropriate takes action to flex rules and standard procedures so that they fit a specific situation or help achieve a wider company goal.
Communicating and Influencing	Takes a single action, or uses same approach multiple times to influence others directly. Relies largely on logic, facts or reason to persuade.
Continuous Improvement	Monitors own performance against a self-imposed standard of excellence to ensure work is adding value and goals are being met.
Customer Service	Goes beyond expectations to provide assistance during critical periods and/or adds value to the customer.
Decisiveness	Acts quickly and decisively when others might wait, study the situation and hope the problem will resolve itself.
Problem Solving	Understands problems by linking different elements (e.g. A leads to B) or by recognising similarities / differences with problems experienced before and identifies possible solutions.

	Essential	Desirable
Qualifications and Attainments <ul style="list-style-type: none"> ▪ Able to demonstrate a level of numeracy and literacy to the equivalent of Advance Vocational Certificate of Education (AVCE) ▪ Degree, management qualification or relevant professional qualification or knowledge and ability at an equivalent level ▪ NVQ3 in Customer Services or Administration or knowledge and ability at an equivalent level ▪ SDI Service Desk Analyst qualification and/or ITIL Foundation Certificate qualification of knowledge and ability at an equivalent level 	√	√ √ √
Work Experience <ul style="list-style-type: none"> ▪ Some experience of working in a customer service role ▪ Some experience of providing IS customer support services including using System Administrator tools and Active Directory 	√	√
Skills <ul style="list-style-type: none"> ▪ Excellent communication skills including clear written and spoken English ▪ Ability to update and interpret computerised information and documentation ▪ PC literacy Intermediate Microsoft Suite (Word, Excel, PowerPoint, Access) or similar ▪ Housing Systems (preferably Northgate) ▪ Service Desk Support Systems ▪ Email and internet communications 	√ √ √ √ √	√