

CANDIDATE PACK

Customer Services Manager



MCS Group is looking to fill the role of Customer Services Manager for Invest NI. Sitting within its ICT Team, the successful candidate will play an active role in high quality service provision, ensure provision of an Incident Management Process, and will be responsible for the organisations client devices across local and international locations.

Closing Date: Friday 23rd October - 5pm

Invest NI is an Equal Opportunities Employer.

Invest NI is committed to equality of opportunity and welcomes applications from suitably qualified people from all sections of the community.

At this time, it particularly welcomes applications from people with disabilities and from minority ethnic groups.



www.mcsgroup.jobs



ABOUT THE ROLE

Customer Services Manager

An opportunity to drive delivery of high-quality customer support

A key responsibility of the role is driving high-quality customer support across the organisation. This will include managing relationships between Invest NI colleagues and the ICT Team, at times managing competing demands with multiple stakeholders whilst meeting customer expectations.

The Customer Services Manager will report to the ICT Manager and will manage the Customer Services Team. Ideally ITIL experienced, you will be responsible for maintaining the Incident Management Process and will be tasked with further development of our problem and configuration management processes. You will be responsible for SLA management within the CST Team, and for providing SLA information to assist the ICT Manager and other Team Leaders to manage their SLA targets. You will provide senior technical advice and guidance and take responsibility for larger projects and more significant technical challenges. You will be specifically responsible for the organisation's client devices (PCs, mobile phones and printers) across our local and international locations including budget management of those devices.

- Develop, manage, measure and report on key service level metrics across all ICT areas.
- Perform trend analyses and strive to continuously improve the incident management process and integration with other ICT operational processes such as change and release management.
- Managing a team of staff ensuring effective performance, development and training.
- Responsible for the effective specification, delivery and management of all end user compute aspects of ICT services.
- Manage the Out of Hours ICT service and play an active role in its service provision.
- Prepare and own cost analysis, budget plans and business cases with the scope of their responsibility. Lead on the development of larger and more complex business cases.
- Lead on asset, problem and incident management.
- Provide Technical guidance, working with the wider ICT management team, to the CST team.
- Work with all members of the ICT team to provide Technical expertise and support.
- Troubleshooting and resolving, or if need be, escalating more complex incidents or problems that may arise
- Provide an ethos of customer focus to the team.
- Develop and build wide internal stakeholder relationships with internal customers and senior management to the benefit of Invest NI corporately.
- Active contribution to the overall ICT strategy and operational efficiency working as part of the ICT management team.
- Proactively monitor and communicate industry and technology trends.

ABOUT THE SUCCESSFUL CANDIDATE

Selection Criteria

All applicants must, by the closing date for applications, be able to demonstrate the following skills, knowledge and experience.

Personnel Specification

1. Recent experience of managing a range of ICT areas which must include:
 - Experience of managing suppliers to deliver to an SLA.
 - Experience of automated deployment software (such as SSCM) and patching end user devices.
 - Experience in troubleshooting software, network and hardware technologies.
 - Experience of Active Directory management and maintenance.
 - Experience of Problem Management.
2. Customer focused with an ability to deal effectively with end user IT problems, managing expectations, providing solutions and escalating when necessary.
3. The ability to manage budgets, ensuring value for money. Experience of business case development, with experience of managing supplier SLAs and relationships to develop and deliver effective solutions.
4. An ability to motivate, collaborate with and lead others, with a successful track record in providing direction and managing performance of staff.
5. An ability to inspire and influence stakeholders at all levels and maintain effective working relationships with both internal and external audiences.
6. Experience of process improvement.



Invest NI

ABOUT THE ORGANISATION

As the regional business development agency, Invest NI's role is to grow the local economy by supporting new and existing businesses to compete internationally, and by attracting new investment to Northern Ireland.

A non-departmental public body, part of the Department for the Economy, we provide strong government support for business by effectively delivering the Government's economic development strategies.

Invest NI offers the Northern Ireland business community a single organisation providing high-quality services, programmes, support and expert advice. We principally support those businesses that can make the greatest contribution to growing our economy. These are businesses that have ability to grow and drive productivity in the economy and are keen to export their goods and services outside Northern Ireland.

The organisation is divided into eight operational groups, each headed by an Executive Director. The Executive Leadership Team (ELT) is responsible for managing the delivery of Invest NI's support programmes and services.

About the ICT team

The ICT Team is responsible for maintaining an effective ICT service

The ICT Team is responsible for maintaining an effective ICT service, balancing the needs of the business and individual with the compliance and security demands of the organisation. The highly motivated team of 23 report to the Head of Internal Operations.

The Information Communication Technology Team is further divided into Customer services, Infrastructure and Applications Teams as below.

Customer Services

The Customer Services Team is the first and second line support for our staff. They resolve requests for ICT services, investigate difficulties with hardware and software, resolve issues and requests or escalate them to third level for further work. The team is responsible for the lifecycle management of client PCs and mobile phones.

Infrastructure

The Infrastructure Team is responsible for the operation of our network, server, security and unified comms. They manage the links to our local and international offices, ensuring the availability of our infrastructure whether on in-house, cloud servers or software as a service.

Applications

The Applications Team is a group of Business Analysts who support users in exploiting the key applications of Invest NI. The applications cover, Customer Relationship Management (CRM - MS Dynamics), Grant Management Software (.Net applications), Analytics and AI , Records Management & Collaboration Tools (eg SharePoint), & HR and Finance applications and systems.

Invest NI Vision and Values

Our vision and values outline what we aim to achieve and how we will act in all our dealings with customers and stakeholders.

Our Vision

We will champion the growth of innovation and exports to build a local economy that competes globally. We will be a world leading business development agency.

For more information about Invest NI please go to the Invest NI web site, www.investni.com

Our Values

Customer Focus

We are highly responsive and proactive, creating value adding relationships. We will deliver on the identified needs of our customers.

Respect

We show mutual regard for all others, value diversity and are committed to the organisation.

Integrity

We take responsibility for all our actions, in particular the management of risk, and are vigilant in managing public money. We are honest and fair with each other and our customers (stakeholders).

One Team

We are one team working to achieve shared goals.

Passion

We believe in and are enthusiastic about what we do. We have a desire to succeed, to continually innovate and look for ways to do things better.

Professional

We are clear, concise and straightforward. We continually develop and apply our skills and knowledge to provide a high quality service.

Performance

We strive to achieve our goals in line with Invest NI's strategy, policy and procedures.

Selection Process

ALL APPLICATIONS FOR EMPLOYMENT ARE CONSIDERED STRICTLY ON THE BASIS OF MERIT.

Canvassing

Canvassing in any form is not allowed at any stage of the process.

The Application Form

To ensure equality of opportunity for all applicants:

- Only completed applications on the application form will be accepted. CVs or any other supplementary material in addition to completed application forms will not be accepted.
- Applicants must complete the application form in Arial size 10 font, or block capitals using black ink.
- The space available on the application form is the same for all applicants and must not be altered or re-formatted;
- If you are submitting your completed application form electronically, you must ensure that it is sent via email as an attachment (either as a PDF or Microsoft Word document only). Forms sent via any other online method or converted into any other digital format, or which MCS Group deems unsafe to open, will not be accepted.
- Applications which are received after the closing date and time will not be accepted;

Other points to note:

- You should ensure you provide evidence of your experience on your application form, giving length of experience, examples and dates as required. It is not sufficient to simply list your duties and responsibilities. Invest NI will not make assumptions from the title of your post as to the skills and experience gained. It is vital that you highlight your specific role and contribution by using actual examples to illustrate your experience against the selection criteria.
- Applications which do not provide the necessary detailed information in relation to the knowledge, skills and criteria required will be rejected.

Data Protection

Please refer to the MCS Group Privacy Notice available at mcsgroup.jobs for information as to how your personal data will be processed stored and shared by MCS Group.

The Invest NI Privacy Notice is available at <https://www.investni.com/about-us/privacy-notice>.

Selection Process

ALL APPLICATIONS FOR EMPLOYMENT ARE CONSIDERED STRICTLY ON THE BASIS OF MERIT.

Equal Opportunities Monitoring Form

Invest NI is an Equal Opportunities Employer and to help ensure that we are meeting our Equality of Opportunity obligations, we monitor the composition of staff and applicants. This monitoring helps to assess whether any of our policies, procedures or activities are operating to the detriment of any particular grouping within our diverse society. Therefore the monitoring form included with your application form is regarded as part of your application and should be completed and returned.

The monitoring form will not be available to the selection panel. It will be separated from the application form by the monitoring officer, and transferred to a computer based monitoring system. There it will be protected, access restricted and used strictly in line with our Privacy Notice. The Invest NI Privacy Notice is available at <https://www.investni.com/about-us/privacy-notice>.

Shortlisting

A shortlist of candidates for assessment and interview will be prepared on the basis of the information contained in the application. Candidates are therefore reminded that the responses in their application form should demonstrate how and to what extent they satisfy each of the criteria outlined.

Shortlisting will be conducted against eligibility criteria 1, 3, and 4.

Only those candidates who, from the information supplied on the application form, most closely match the selection criteria for the post will be shortlisted.

Reserve List

This competition will be used to fill 1 existing vacancy within the organisation. It will also be used to compile a list of suitable appointees in order to fill any future permanent or temporary vacancies that arise in the 12 months following the competition.

Where further positions arise which require the same skills set outlined in this Information for Applicants pack, consideration will be given to filling them from this competition.

Interview and Assessment

ALL APPLICATIONS FOR EMPLOYMENT ARE CONSIDERED STRICTLY ON THE BASIS OF MERIT.

Shortlisted candidates will be invited to an assessment and interview, currently scheduled to take place remotely. The selection panel will assess candidates against the interview and assessment criteria as appropriate.

The panel's decision at every stage of the selection process is final.

Interview Guidance

If this is your first experience of a criterion-based interview, bear in mind that it does not require you to:

- talk through previous jobs or appointments from start to finish;
- discuss your background and experience at a general level; or
- provide any information that is not relevant to the post for which you are applying.

A criterion-based interview does, however, require you to:

- focus exclusively on the criteria required for effective performance in the role; and
- provide specific examples of your experience in relation to the required criteria.

In preparation for the interview you may wish to think about having a clear structure for each of your examples, such as:

- **Situation** – outline the situation;
- **Task** - what was your objective, what were you trying to achieve;
- **Action** - what did you actually do, what was your unique contribution;
- **Result** - what happened, what was the outcome, what did you learn.

It is strongly recommended that you familiarise yourself with the selection criteria outlined in this pack. The interview panel will ask you to provide specific examples from your past experience in relation to each of the criteria areas.

You should therefore come to the interview prepared to discuss in detail a range of examples which best illustrate your skills and abilities in each criteria area. You may draw examples from any area of your work / life experiences. No candidate notes will be permitted in the test or interview room.



Equality of Opportunity

INVEST NI IS AN EQUAL OPPORTUNITIES EMPLOYER

Invest NI is committed to a policy of Equality of Opportunity in its employment practices and aims to ensure that no actual or potential job applicant or Staff Member is discriminated against, either directly or indirectly, on the grounds of gender, gender reassignment, marital (or civil partnership) status, disability, race, community background or political persuasion, age, dependents, sexual orientation, pregnancy and maternity or Trade Union membership.

Each person shall have equal opportunity for employment, training and advancement in Invest NI on the basis of ability, qualifications and performance. This maximises the effective use of human resources in the best interests of both the organisation and the individual.

Invest NI is committed to equality of opportunity and welcomes applications from suitably qualified people from all sections of the community.

To facilitate Equality of Opportunity Invest NI offers a range of family friendly policies which reduce barriers to combining work and family commitments.

Terms, Conditions and Benefits

THE CUSTOMER SERVICES MANAGER ROLE IS A PERMANENT APPOINTMENT

Salary

The salary range for the position is £38,017 - £41,799 per annum (DP Grade, 2019 Pay Scale). The entry point on the salary range for the successful candidate will be the minimum of the range.

An annual ICT Allowance of £2,122 will be paid and backdated after 6 months.

Pension

You will be eligible to join the Principal Civil Service Pension Scheme Northern Ireland (PCSPSNI). Full details can be found on the Principal Civil Service Pensions Scheme (Northern Ireland) website at: <https://www.finance-ni.gov.uk/landing-pages/civil-service-pensions-ni>

Holidays

Your annual leave entitlement will be 25 days per annum with an additional 12 Public and Privilege holidays. This rises to 30 days after 5 years' service. The leave year runs from 1st February to 31st January. Leave entitlement in the period prior to the start of the new leave year is calculated on a pro-rata basis.

Remote Working

Invest NI has successfully completed a Smart Working Pilot.

Flexible Working Hours

Invest NI operates a flexible working scheme. You must work between the hours of 10.00am to 12.00pm and 2.00pm to 4.00pm. Aside from this core time, you may choose to work flexibly between 8.00am to 6.00pm with a minimum of half an hour for lunch. At your manager's discretion, and without adversely affecting the overall efficiency of the organisation, you may build up time each month to take up to a maximum of 3 flexible working days. A credit of up to 3 days or a deficit of up to 2 days may also be carried forward into the following month.

Learning and Development

Invest NI is an Investors in People accredited organisation and is committed to supporting staff to reach their full potential. Invest NI actively develops all staff and invests significantly in training and development for business success and personal growth. This includes on-the-job training, external training and, where appropriate, further education.

Terms, Conditions and Benefits

THE CUSTOMER SERVICES MANAGER ROLE IS A PERMANENT APPOINTMENT

Other Benefits

Maintaining a positive work/life balance is important to Invest NI and we have a range of policies to help achieve this including flexible working practices, for example parental leave, provision of special leave for emergencies and employee welfare services.

You will have access to a number of other schemes including Healthcare, Cycle to Work, and Annual Commuter Travel Card.

We also have a vibrant Sports and Social Committee and promote positive health and wellbeing through regular activities such as the Walking Club, 5-a-side football and regular social events.

Appointment

THE CUSTOMER SERVICES MANAGER ROLE IS A PERMANENT APPOINTMENT

If successful, you will be expected to take up the position as soon as possible. Should you decline an offer of appointment, you will not be offered any future posts to be filled from this competition.

Before Starting

Prior to taking up your duties, you must supply a copy of your birth certificate and enter into an agreement setting out the terms of your appointment.

References

Your appointment is subject to receipt of two satisfactory references.

Conflicts of Interest

Candidates must note the requirement to declare areas of actual, potential or perceived conflict with the interests of Invest NI. You will be required to make such declarations upon offer of employment and annually thereafter for Invest NI's consideration. You will be required to abide by the rules adopted by Invest NI in relation to private interest and possible conflict with public duty; the disclosure of official information; and political activities.

Vetting Requirements

Your appointment is also subject to a background check - Invest NI will organise a Criminal Record Check on successful applicants to be carried out by AccessNI. The category of AccessNI check required for this post is Basic Disclosure Certificate. You should not put off applying for a post because you have a conviction and any disclosure will be seen in the context of the job description, the nature of the offence and the responsibility for the care of existing clients and employees. We deal with all criminal record information in a confidential manner and in accordance with our Privacy Standard. Information relating to convictions is destroyed after a decision is made.

More information can be found on <http://www.accessni.gov.uk/>. If you are being considered for appointment, you will be asked to complete the AccessNI application form. Please note that a request to complete this form should not be seen as a guarantee of an offer of appointment. Failure to complete the application form and return it within the specified time will be regarded as 'no longer interested in the position' and your application will be withdrawn.

Criminal Record information is subject to the provisions of the Rehabilitation of Offenders (NI) Order 1978. A copy of Invest NI's Policy on the Recruitment of Ex-Offenders is available upon request.

Appointment

THE CUSTOMER SERVICES MANAGER ROLE IS A PERMANENT APPOINTMENT

Probation

You will be subject to a 10 month probationary period. At the end of this period, subject to satisfactory performance and attendance you will be confirmed in post. If your performance, conduct or attendance during this period is not satisfactory your appointment may be terminated.

No Smoking Policy

Invest NI operates a no smoking policy in all its offices.

Interested?

COULD THIS BE YOUR ROLE?



I'm pleased that you've shown an interest in this role, and I hope this candidate pack helps highlight the opportunities of joining the ICT team at Invest NI.

To find out more, and discuss the details of the opportunity, contact me.

Chris Busby, Head of Permanent IT Recruitment



02890235456



c.busby@mcsgroup.jobs



www.mcsgroup.jobs