

IT SERVICE DESK TEAM LEADER

IT AND COMPUTING SERVICES

TC919

CANDIDATE BROCHURE



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WHAT MAKES UEA SO SPECIAL?

The University of East Anglia is a publicly funded major UK research and teaching university. It was built to embody a radical new vision for higher education, where interdisciplinarity is crucial and excellence in both research and teaching is valued. UEA consistently ranks within the top quarter of universities in the UK for the quality of research and teaching.

As a major regional employer and cultural centre, we take our regional civic responsibilities very seriously and have kept our sights on the people and place we call home. In fact, we launched our University Civic Charter in October 2023; created from in-depth community engagement, renewing our commitment to the region as part of our 60th anniversary.

There are many things which make UEA special, not least of which is the community of staff and students that work and study here. UEA includes three Nobel prize winners, including Sir Paul Nurse and Sir Michael Houghton, and many fellows of the Royal Society and British Academy amongst our alumni and current staff.

Our campus is home to Sir Denys Lasdun's iconic brutalist architecture set in hundreds of acres of beautiful country park that includes a large broad (lake). In the spirit of Lasdun's ambition to inspire an anatomy of ideas, today, UEA is tackling some of the key challenges of the changing world. UEA's research combines disciplines and breaks new boundaries across its priority

research themes of climate, creative and health.

UEA is the place where global warming was first documented. Since the 1970s, UEA's Climatic Research Unit, and more recently Tyndall Centre for Climate Change (Headquarters hosted at UEA), have played a pivotal role in developing temperature records and climate models, contributing to the understanding of climate change, and informing global policy. Many UEA scientists have played significant roles in the Intergovernmental Panel for Climate Change (IPCC), which was jointly awarded the 2007 Nobel Peace Prize for its efforts to increase public knowledge of anthropogenic climate change. Environmental Science and Global Studies at UEA continue to be a major powerhouse for research and teaching.

UEA is widely regarded as a pioneer in creative writing, having established the UK's first Creative Writing Masters programme in 1970. This renowned programme has since attracted and produced numerous successful writers, including Booker Prize winners such as Ian McEwan and Anne Enright, and Nobel Prize Winner Sir Kazuo Ishiguro. In recent years, UEA academics have played a pivotal role in the discovery and presentation of the Gloucester Royal shipwreck (Norfolk's Mary Rose). Our iconic Sainsbury Centre for Visual Arts is a major museum and arts research facility.



Health research at UEA not only embraces the Faculty of Medicine and Health but draws in research from both social and natural sciences. Research under this theme has made major contributions in the fields of healthy ageing, epidemiology and involving citizens (via our innovative Citizens' Academy) in improving health care outcomes. This theme benefits from close association with the other major research institutes on the Norwich Research Park; notably the Norfolk and Norwich University Hospital and the Quadram Institute. The Norwich Cancer Research Network, and Norfolk Institute for Healthy Ageing, are examples of key mechanisms for delivery of real impact from health research at UEA.

UEA has been a major success over the last 60 years and looks forward with confidence to the next 60 years.

For an informal discussion about the post please contact Rich Page (Richard.Page@uea.ac.uk)

UEA is part of the Norwich Research Park

Norwich Research Park (NRP) membership locates UEA in one of the largest concentrations of research institutes in the whole of Europe – four independent internationally-renowned research institutes: John Innes Centre, Quadram Institute, Earlham Institute and The Sainsbury Laboratory; with the University of East Anglia and Norfolk and Norwich University Hospitals NHS Foundation Trust, supported and funded by The John Innes Foundation, The Gatsby Foundation, and UKRI Biotechnology and Biological Sciences Research Council.

The NRP provides an ideal environment for collaborative use of infrastructure and facilities, with a single portal for academics and businesses to access the specialist facilities across the Park.

The Enterprise Centre is a regional business, knowledge and innovation hub, with workspace provision and supports over 80 businesses working alongside UEA staff and students in a dynamic and vibrant entrepreneurial community. On the wider NRP, there are dedicated laboratory and office spaces in the Innovation Centre and Centrum hosting over 600 staff within a total of 115 businesses and spinouts.



THE ROLE

JOB FUNCTION

Reporting to the IT Service Desk Manager, the role holder will act as Team Leader to the IT Service Desk team providing first-line IT support to UEA students, staff and other users of UEA IT services. The post holder will be responsible for leading a team of Lead Service Desk / Service Desk Advisers, monitoring service provision, call responses and escalations, ensuring that the team operates in accordance with agreed service levels.

A passion for leading teams, customer service delivery, problem solving, excellent communication skills, ability to motivate staff and a high level of technical competency is required.

Demonstrate UEA values of Respect, Collaboration, Ambition, and Empowerment in day-to-day work and support a team culture that reflects them.

KEY RESPONSIBILITIES

- Working collaboratively with the IT Service Desk Manager to ensure the quality and timeliness of the delivery of IT support services to UEA staff and students, as well as those of our partner organisations.
- All aspects of line management of a team of IT Service Desk Advisers including work allocation, performance monitoring and appraisals.
- Ensure the provision of timely and accurate support to our users, maintaining high standards of customer care from the team at all times.
- You will ensure that policies, procedures and information about IT service changes and issues are disseminated to the whole team.

- Analysis of management information and key performance indicators to identify core themes, issues and problems.
- Proactively identify opportunities to improve service delivery. Supporting the roll-out of new IT systems including participation in planning and testing groups.
- Oversee the campus card service, ensuring hardware is maintained, stock levels are held at appropriate levels and will work with groups to help plan and co-ordinate the enrolment of new students.
- Ensure effective support for student IT areas, student printing and teaching spaces utilising appropriate technologies and maintaining stocks of consumables.
- Any other such duties as may be assigned by the Manager that are commensurate with the grade of the post.

LEADERSHIP DUTIES:

You will be expected to show leadership skills where appropriate. This may include technical, team or project leadership. Key aspects include:

- Be a role model and hold team members accountable for behaviours and performance.
- Communicating vision clearly and enthusiastically to inspire and motivate others Ensuring that the IT support services delivered by your team are following agreed IT policies and procedures.
- Work collaboratively with the IT Manager(s) and other IT Team Leaders on the development of policy and procedure that impact the service.

THE ROLE (CONTINUED)

MANAGING WORKLOAD DUTIES:

- Work independently, monitor the use of your time and that of colleagues.
- Day to day planning and prioritisation of tasks for your team to meet overall targets set, and agreed, with the IT Service Desk Manager. You will be responsible for the effective management of a rota system for your team ensuring appropriate staffing levels are maintained including the booking of holiday entitlements.
- Highlight conflict and resolve or provide options to mitigate conflicts
- Allocate resources effectively.

LINE MANAGEMENT DUTIES:

- Setting and managing team activities to deliver against SMART goals.
- Provide clarity about responsibilities and accountabilities.
- Co-ordinate training and induction plans of staff in the IT Service Desk.
- Ensure that appraisals are in place for all team members in line with UEA policy.
- Ensure key information is disseminated to team members as appropriate.
- Ability to manage difficult or complex problems, and to provide clear guidance to team.

THE PERSON

EDUCATION, EXPERIENCE AND ACHIEVEMENTS

- Good general education, including GCSE at Grades A-C in English & Mathematics, or equivalent qualifications AND/OR significant experience in a directly relevant role (E) (A)
- Demonstrable experience of working in a customer service delivery team (E) (A, I)
- Evidence of ongoing professional development (E) (A, I)
- Line management experience (ability to lead, influence, and motivate a team, as well as setting targets & allocating work) (E) (A, I)
- Experience of working in an IT service delivery team (D) (A, I)
- Qualification in an IT-related subject (e.g. NQF level 3 or equivalent) (D) (A)
- Management or supervisory qualification (D) (A)

PERSONAL SKILLS AND ATTRIBUTES

- Excellent oral and written communication skills (E) (A, I)
- Ability to deal with requests for help in person and over the telephone (E) (A, I)

- Ability to prioritise resource to meet demand (E) (A, I)
- Ability to remain calm under pressure (E) (A, I)
- Ability to explain technical solutions clearly and unambiguously to customers and team members at all levels (E) (A, I)
- Demonstrable interest in IT (D) (A, I)

SPECIAL CIRCUMSTANCES

- The post holder will be expected to work 5 days a week on a rotating shift pattern between the hours of 8am - 7pm Mon-Fri, and 11am – 7pm Sat & Sun (E) (A, I)
- This role will be a mix of working from home as well as working on campus at UEA, operating from our IT Service Point (E) (A, I)

Essential Requirements (E) are those, without which, a candidate would not be able to do the job.

Desirable Requirements (D) are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

FURTHER INFORMATION

This full-time post is available immediately on a fixed term basis until 31 July 2026.

A secondment will be considered for internal applicants, please ensure that a secondment will be possible with your Line Manager/Head of Department, before submitting a formal application.

Salary will be £31,236 to £37,694 per annum on Grade 6 on the single salary spine.

Place of Work - The University is strongly committed to providing an excellent student experience and research environment, and it is expected that all staff will be available on campus to carry out their duties during their working week in support of these goals. We have a hybrid-working policy which supports a mix of at home and on campus 'hybrid' working for many roles. For the majority of hybrid roles, the expectation is a minimum of 60% of working time will be spent physically present in the workplace.

The flexibility of the hybrid-working policy allows the possibility of some remote working, but it is the expectation that all appointments will be UK based, with any overseas working agreed in advance by exception only.

All other posts - If successful you will be asked to show evidence of right to work in the UK prior to any formal offer being made. Non-British and non-Irish nationals entering the UK to undertake employment or who are currently in the UK will have to meet eligibility criteria under the points-based immigration system. The University may be able to provide sponsorship under the Skilled Worker route if relevant criteria are met. Please note, due to the complexities of the immigration system, Skilled Worker visa sponsorship is not guaranteed for every role. If you would like further information about whether this role is eligible for visa sponsorship, please contact staff.visacompliance@uea.ac.uk.

The post is superannuable under the Group Personal Pension and there is an annual holiday entitlement of 25 days plus statutory (8 days) and customary (6 days) holidays. The University is committed to creating an environment where the health, welfare and safety of all students and staff is of paramount

importance. The University's Safeguarding Policy addresses both child protection and safeguarding children, young people and vulnerable adults within the work of the University. Appointment will be subject to satisfactory pre-employment checks, which may include an Occupational Health assessment.

Information on the benefits of working at UEA can be found at <https://www.uea.ac.uk/about/working-at-uea>.

If you require the information contained within this candidate brochure in a different format please email staff.recruitment@uea.ac.uk

HOW TO APPLY

To apply for this vacancy, please follow the online instructions at: <https://vacancies.uea.ac.uk>

The closing date for this role is 11:59pm on **15 September 2025**.

Please note that the application form contains an Equal Opportunities section which must be completed. The Equal Opportunities information will not be made available to the selection panel and will not form any part of either the short-listing or decision making process.

It is anticipated that interviews will take place on **29 September 2025**, and we will inform you of the outcome of your application prior to this date.

Candidates should note that travel and incidental expenses incurred in attending an in-person interview will not be reimbursed.

ABOUT THE DIVISION

The scope of the Division covers all aspects for IT Provision for the Universities Faculties, Schools and Professional Services divisions. Services are provided to students and staff covering both educational and research activities.

The Division is headed by the Chief Information Officer, whose direct reports will include in the new Operating Model:

- Associate Director of Shared Services and Deputy CIO
- Associate Director of Security, Risk and Governance
- Associate Director of Enterprise Architecture
- Associate Director of Enterprise Business Systems

The division is undergoing significant change with the aim of building on solid foundations that have served the University well over the recent past to adapt and respond to the strategic direction of the University:

- Culture – our values (respect, collaboration, empowerment and ambition) are helping reshape our behaviours to create an environment where all thrive together.
- Evolving operating model covering people, processes and technology – this includes our business engagement, planning and delivery

as well as IT Service Management.

- New technology – we are expanding our adoption of productivity and service management tools, both internally to ITCS and across the wider University in response to the emerging needs of higher education.
- Developing services that support underserved areas of the University

People and Leadership are at the centre of what we do. We are investing in our people, including new roles and a focus on personal and professional development. While we value excellent technical skills, we also recognise the important role that good leadership plays in what we aim to achieve. Engagement and communication play a very important part in enabling and facilitating our journey. Above all else, a focus on the outcomes for our students and staff are at the forefront of our thinking.

Further information on the IT and Computing Service is available at: [IT Information - University Information - About - UEA](#)





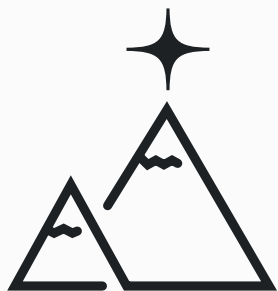
OUR VALUES

Shaped by staff, our UEA values represent a core set of standards for how we behave as an employer, drive excellence in teaching, learning and research, and collaborate as an anchor institution in our local community.

From tackling global challenges, striving for student and staff success, and creating a vibrant inclusive environment, our values are what unite us.

- ✦ AMBITION
- ✦ COLLABORATION
- ✦ EMPOWERMENT
- ✦ RESPECT

OUR VALUES (CONTINUED)



AMBITION

We are ambitious for our future success.

We are forward-thinking and brave in our approach and decisions. We make space for innovation and creativity, seizing opportunities that are responsible and sustainable. We are ambitious for the advancement of education and research.



COLLABORATION

We are collaborative in our approach.

We work together with shared purpose. We build connections, share ideas and develop new networks. We champion our regional, national and global relationships and demonstrate that together we can achieve greater goals and positively influence the world around us.



EMPOWERMENT

We empower ourselves and each other.

We develop ourselves and others, trusting people to make decisions based on their expertise and knowledge. We continually improve systems and processes to support us in working in an agile and efficient way.



RESPECT

We respect each other.

We treat everyone with respect and dignity. We value diversity and foster a community where people can express different thoughts and views. We are open to challenge, so we can learn and improve. We encourage a positive, inclusive environment where everyone has opportunities to fulfil their potential.

ACCOLADES

- Queen's Anniversary Prizes for Higher and Further Education have been awarded to UEA for international development studies (2009), creative writing (2011) and environmental sciences (2017). Notable alumni include Sir Paul Nurse (1973, Nobel Prize for Medicine 2001), Kazuo Ishiguro (1980, Nobel Prize for Literature 2017), Michael Houghton (1972, Nobel Prize for Medicine 2020) and Sarah Gilbert (1983) who led the Oxford University team to develop a COVID-19 vaccine, approved in 2020.
- Our Doctoral College, established in 2018, hosts six Doctoral Training Partnerships and integrates Faculty and School provision for 1600 Postgraduate Research Students (including those from across the Norwich Research Park), enabling collaboration and innovation.
- We recognise our global impact and were one of the first universities to declare a climate and biodiversity emergency in June 2019. Our sustainable campus, including over 50 acres of environmentally valuable parkland, is constantly evolving with ambitions to be 100% net zero by 2045 or sooner.
- UEA is a University of Sanctuary, an accreditation given to universities that show an ongoing commitment to creating a welcoming culture of inclusivity and awareness.
- UEA was awarded the Silver Athena SWAN Award in 2019, and all our Schools hold awards at Bronze or Silver.

A vibrant place to study, learn and work, UEA is a very special place.



A SUSTAINABLE UNIVERSITY

At UEA, we are now working to create a university that will be even better in the future, and we are working to achieve net zero carbon by 2045 (or earlier). Our Sustainable Ways vision is one of a resilient university – where consumption is efficient and self-generated energy supports low carbon goals, supported by a vibrant community of world-leading researchers and inspired graduates.

At a basic level, our sustainable development means that we try to balance the ‘three pillars’ of environmental, economic and social elements.

We challenge our environmental impact through on-site energy generation and a district heating and cooling network, reducing our reliance on grid electricity and therefore fossil fuels. We promote and use recycled and ‘eco’ products such as biological cleaning materials. We champion local suppliers and ethical causes, including Fairtrade and vegan products. We seek to ensure value for money in a holistic, whole-life costing sense in our new buildings and procurement contracts.

OUR INITIATIVES

Central campaigns, such as holiday shut-downs or awareness day events, support a whole-University approach to energy saving and other initiatives.

Follow us on Twitter [@SustainableUEA](https://twitter.com/SustainableUEA)



OUR CAMPUS

UEA is based on a campus that provides top quality academic, social and cultural facilities to over 17,000 students.

Although located in 320 acres of rolling parkland, virtually no part of the campus is more than a few minutes' walk from anywhere else, so everything is close at hand – the library, nursery, health centre, supermarket (incorporating a post office), banking facilities and restaurants. Amongst the striking buildings is the UEA's Sainsbury Centre for Visual Arts, which contains the Robert and Lisa Sainsbury Collection – one of the greatest art collections formed in Europe during the 20th Century.

The University has invested in new learning and teaching and research spaces, including a celebrated new Enterprise Centre that underpins its commitment to promoting student enterprise and entrepreneurship.

Sport and Recreation plays a major part in the life of the University of East Anglia, centred around the major Sportspark facility which is one of the most successful community sport facilities in the UK. This accessible and affordable facility provides a diverse range of activities, and incorporates a 50m Olympic size swimming pool, indoor climbing wall, coaching resource centre and sports injury clinic.



NORWICH

A CITY OF STORIES

The city's motto is 'A fine city' and its strong cultural heritage has seen Norwich maintain the best of its historical character whilst developing to become one of the most vibrant and attractive cities in Europe. Norwich offers miles of riverside walks and cycle ways, and a unique collection of 1930's parks. The city is surrounded by beautiful countryside and within easy reach of the stunning Norfolk coast.

Norwich is a UNESCO World city of Literature, the first in the UK, as well as being one of the newly named Tech Cities recognising the growth of digital businesses in the region. The most prominent high-rise building, apart from the castle, is the magnificent 11th century cathedral, which still dominates the skyline. The city's medieval centre of cobbled streets remains largely intact, but there is still space for modern buildings such as the city's centrepiece, the Forum, which is a striking piece of contemporary architecture. The glass front overlooks the colourful open-air market (one of the largest in the country) and reflects the city in all its diversity.

The city is consistently rated as one of the top ten shopping venues in the UK. Norfolk and Suffolk attract thousands of visitors each summer. The famous Norfolk Broads are among the most important wetlands in Europe and a haven for rare plants, wildlife and insects. The Broads attract holidaymakers who come to navigate the intricate natural network of waterways formed by the Rivers Bure, Yare and Waveney and their tributaries.

For further information about UEA's excellent facilities, staff benefits, picturesque campus and the UEA working environment, please visit the 'Careers at UEA' microsite <https://www.uea.ac.uk/about/working-at-uea>. Additional information about living and working in the city of Norwich can be found at <https://www.workinnorwich.co.uk/>



If there is another city in the United Kingdom with a school of painters named after it, a matchless modern art gallery, a university with a reputation for literary excellence which can boast Booker Prize-winning alumni, one of the grandest Romanesque cathedrals in the world, an extraordinary new state-of-the-art public library then I have yet to hear of it. Norwich is a fine city. None finer.

STEPHEN FRY



LOCATION

Some cities you've heard of, others you have to discover. Norwich is one of the most beautiful, modern historic cities in Britain. It's a city that celebrates the independent, stimulates creativity, promotes change and encourages diversity.

UEA is a campus university located 3 miles from the centre of Norwich. Situated in the heart of Norfolk, which means it's an ideal location to explore Norwich and beyond.

BY RAIL

LONDON • 2 HOURS

CAMBRIDGE • 1 HR 15 MINS

BIRMINGHAM • 4 HOURS

Many European cities (including Paris and Amsterdam) easily accessible by train

BY ROAD

KINGS LYNN • 1 HOUR

CROMER • 45 MINUTES

SOUTHWOLD • 1 HOUR

BY AIR

NORWICH AIRPORT • 20 MINUTES

STANSTED AIRPORT • 2 HOURS

London is a major airline hub and all main international destinations are easily accessible



An internationally renowned university, UEA is ranked in the UK Top 25 (Complete University Guide 2025), UK Top 30 (The Mail 2025) and the World Top 100 (Times Higher Education Impact Rankings 2024), where it ranks in the UK Top 20 for research quality (Times Higher Education Rankings for the Research Excellence Framework 2021) and World Top 20 for Health and Wellbeing (QS World University Rankings for Sustainability 2024), reflecting the international excellence of its research environment. The University holds UK Teaching Excellence Framework Silver status.

Equality, Diversity, Inclusion and Wellbeing

The University is committed to diversifying its workforce and to the wellbeing of all our staff. For example, we already hold an Athena Swan Silver Institutional Award in recognition of our advancement towards gender equality. Further details on our broader Equality, Diversity, Inclusion and Wellbeing work can be found on our [website](#).

