

IT Service Delivery Analyst

Together we are help and hope for everyone living with dementia



Who we are

Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

Together we are help and hope for everyone living with dementia.

Our values

Our values tell everyone who we are as an organisation. Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us what we all stand for. Our values are evident in everything we do, how we do it and how we work together.

These are not just words on a wall, we live these every day in all our work. We are Determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



Determined to make a difference

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



Trusted expert

We're listening, we're learning and we use experience and evidence.



Better together

We're open, we combine our strengths and we achieve more together.



Compassionate

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

Position in the Organisation

Reports to the IT Business Operations team.
Member of our IT team.
Part of our Digital Service directorate.

Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

We are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people living with dementia and their carers.

The Service Delivery Administrator will play a key part within the IT Business Operations Team, leading on Asset and configuration management, procurement processes and CMDB administration.

This role requires the strategy, design, delivery and documentation of the Society's processes and governance of all hardware and software assets, with the responsibility of managing a large estate of asset classes within the Microsoft Intune endpoint management platform and the ServiceNow CMDB.

The successful applicant will have responsibilities for regular reporting and analysis, as well as providing support to our end user base. They'll be working closely with our managed service provider and other 3rd party vendors to ensure that we are always delivering our services efficiently and effectively. The successful candidate will have a very keen eye for detail, be commercially astute and will be expected to communicate to colleagues of all levels across the business.

This role requires a technical understanding of desktop, mobile and infrastructure technologies and it is essential that the successful candidate understands the impact of device and infrastructure technologies on end users, and how this must be managed and communicated. This is also a key function in ensuring that our investments in support partners deliver value.

We are looking for someone who exemplifies our values, someone who is: **Determined to make a difference** when and where it matters most. **A Trusted Expert** who believes in working **Better Together** and demonstrates true **Compassion**.

We're a national charity providing dementia support to a community that's ethnically diverse. We welcome applications from people of all backgrounds, particularly those from ethnically diverse communities who are traditionally underrepresented in the charity sector leadership roles.

Key Accountabilities and Responsibilities

- Analyse procurement and service data and provide reports on service performance, service compliance, IT stock levels, and asset depreciation.
- Managing projects and tasks related to core functional areas of the role.
- MSP Vendor Management related to asset, configuration, and knowledge management.
- Using data, reporting and service metrics to identify and implement continual service improvement plans and governance.
- Review and approve service requests, obtain quotes from our managed service provider or various suppliers.
- Respond to end user escalation and feedback requests in line with the team's Escalation and Feedback process.

We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

Person Specification and Selection Criteria

| Skills & Knowledge | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|---|--------------------------------|----------------------------------|
| Experience in both Microsoft Intune and ServiceNow CMDB administration | E | A/I |
| Experience with IT Asset audits and reconciliations. | E | I |
| Experience with stakeholder engagement, process design, documentation, tooling configurations and integrations. | E | A/I |
| Working knowledge of the ServiceNow platform, and reporting and dashboard administration | E | A/I |
| ITIL qualification | E | A/I |
| Knowledge management and ServiceNow KMDB experience. | E | A/I |
| Experience at managing projects and tasks related to core functional areas of the role | E | A/I |

| Competencies & Personal Attributes | Essential (E) or Desirable (D) | Application (A) or Interview (I) |
|--|--------------------------------|----------------------------------|
| Be a team player, supporting colleagues when there are deadlines, and who knows when to ask for help themselves. | E | A/I |
| Able to prioritise a demanding workload, with a “can-do” attitude under pressure. | E | I |
| Written and verbal communication skills demonstrating excellent attention to detail. | E | A/I |
| Strong analytical skills, able to collate, present and draw conclusions from a variety of data sources | E | A/I |
| Displays professionalism, courtesy and confidence in all communications, with the ability to gain respect, build relationships and influence outcomes. | E | A/I |
| Commitment to and understanding of equal opportunities | E | A/I |
| Able to demonstrate understanding of diversity and inclusion and how this forms an integral part of the work of the function. | E | A/I |

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role.

Desirable requirements 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.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland).

If you require further information regarding Criminal Records Check, then please contact: careers@alzheimers.org.uk

Our benefits



Financial Security

- Group Personal Pensions Plan with Scottish Widows - with up to 8% employer contribution rate
- Life Assurance Scheme - two times your annual salary
- Society Plus and Smart Spending App - giving you unbeatable savings at hundreds of retailers
- Bike Loan Scheme
- Season Ticket Loan Scheme



Health & Wellbeing

- BUPA Healthcare Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted Gym Membership with Society Plus
- Lived Experience Networks
- Wellbeing Events
- Bike Loan Scheme



Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Early career researchers
- Financial support towards relevant professional qualifications
- Study leave



Family & Dependants

- Paid time off work for fertility treatment
- Paid time off work to support those transitioning
- Enhanced family leave – 16 weeks paid leave for all eligible parents
- Paid compassionate time off work and bereavement leave
- Paid time off work for dependants



Recognition

- Annual people awards evening
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



Work Life Balance

- Starting at 27 days annual leave plus bank holidays (pro-rata)
- Career breaks
- Flexible working