**Major Duties:**

* Being responsible for the quality, reliability and effectiveness of the services being provided in your area, including the performance of request, incident and change management processes.
* Actively monitoring customer feedback, identifying potential service improvements & developing plans for their implementation, escalating these to colleagues or suppliers as necessary.
* Proactively dealing with escalated issues in a timely manner, liaising with colleagues across ISS or other areas of the University and/or suppliers to achieve a resolution.
* Managing the activities of team, as well as overseeing the welfare, skills and career development of individual team members.
* Working with other support teams, ensuring that user-facing documentation, training and support are created and maintained.
* Managing the delegated budget associated with the delivery of services in your area, being accountable for costs incurred, proposing and agreeing appropriate charging models where needed, invoicing suppliers and customers as necessary and overseeing any cash handling processes in accordance with University financial regulations.