POSITION DESCRIPTION

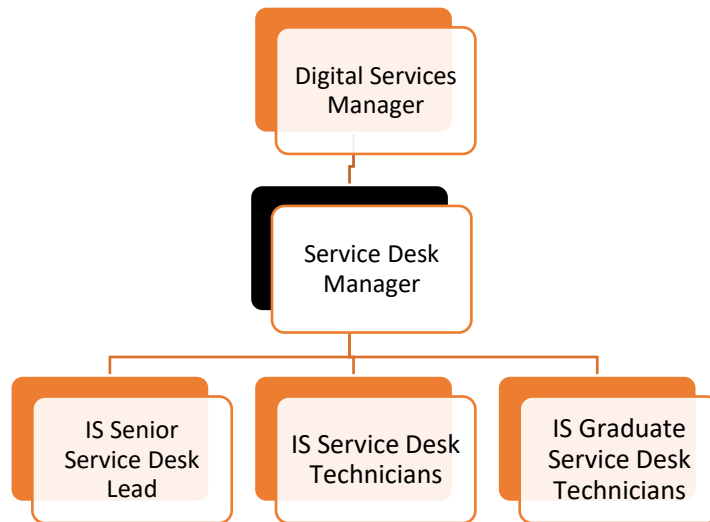| Position Title: Service Desk Manager	Direct Manager: Digital Services Manager	
Budget Responsibility: 0	Direct Reports: 5-15	Indirect Reports: Nil

WHAT YOU'RE HERE TO ACHIEVE

Key purpose:

Oversee the delivery of high-quality services with a primary focus on developing service desk strategies that enhance the experience of Gallagher team members with IS. Collaborate with cross-functional teams to drive continuous improvement, automation and ensure the service desk meets the evolving needs of our end-users.

Nurture a culture of continuous learning and growth, providing guidance and support to team members whilst ensuring the delivery of high-quality services to our users.

WHERE YOU'LL FIT IN #TEAMGALLAGHER

Digital Services Manager
Service Desk Manager
IS Senior Service Desk Lead
IS Service Desk Technicians
IS Graduate Service Desk Technicians

WHO YOU'LL BE WORKING WITH

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
Digital Service Manager, Digital Transformation Manager and team, Customer Experience Manager and team, Digital Services, Technical Projects Manager, All Gallagher staff	Third party provider and vendors

WHAT YOU'LL BE DOING

Key Accountability	Outcomes/ Expectations
Team Development	• **Strategic Planning** - Develop and implement strategic plans for the service desk function, aligning with organizational goals with a key focus of transitioning the team towards a facilitation role. • **Process Optimisation** - Drive initiatives to enhance service delivery processes, optimize resource allocation, and improve overall efficiency and effectiveness. • **Continuous Improvement** - Analyse trends, industry best practices, and client feedback to identify opportunities for improvement and innovation.
User Experience Enhancement	• **User- Centric Focus -** Champion a user-centric approach within the service desk team, focusing on delivering exceptional user experience • **Stakeholder Collaboration –** Work closely with stakeholders to gather feedback and insights, continuously improving service delivery and user satisfaction • **Employee IS Experience** – Lead Gallagher IS experience by actively collaboration with the IS team to address concerns and improve IS service delivery • **Feedback Analysis -** Analyse staff feedback and satisfaction metrics to identify areas for improvement and implement strategies to enhance service experience.
Team Leadership	• **Leadership & Support -** Provide guidance, and mentorship to ensure high performance and professional development • **Performance Optimisation –** Create an environment that enables team members to perform at their best. Set clear expectations aligned with organisational objectives, and offer regular feedback to help each team member reach their full potential.
Team Operations	**Accountability & Integrity** • Take ownership of performance and behaviour, upholding Gallagher's values. • Address issues promptly and escalate appropriately to maintain team integrity. **Leadership & Influence** • Foster a culture of trust through constructive feedback and personal growth. • Lead by example, promoting the IS Digital Services brand and culture**.** **Collaboration & Teamwork** • Work effectively with cross-functional teams to design and implement automation solutions. • Contribute to the success of projects through effective collaboration and communication. **Coaching & Development**

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	• Mentor and coach team members to close knowledge and skill gaps. • Support the professional development of others by sharing knowledge and fostering learning. **Continuous Improvement** • Drive continuous improvement by documenting processes and promoting shared learning. • Actively contribute to the scoping and sizing of work packages and projects.
Stakeholder Management	• Build and maintain strong relationships with internal and external stakeholders, including clients, vendors, and partners. • Act as a liaison between the service desk team and Gallagher staff, ensuring open communication and alignment of priorities.

Including any other duties not specified that may be required to complete the role, and as requested by the Reporting Manager.

HOW YOU'LL BE DOING IT

Qualifications and / or Experience:
• ITIL certification at V3 or V4
• A minimum of 2 years' experience managing Service desks
• Leadership / supervision experience in an IT environment.

Skills / Competencies:
• Proven leadership and mentoring skills
• Staff Supervision and performance management
• Clear and concise verbal and written communication using visual models
• Digital Dexterity

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Protect what matters most.

Our purpose and our values apply to our extended Gallagher family including our employees, customers, partners and community.

We are creative problem-solvers
Our rich pioneering history inspires us to think differently.

We build lasting relationships
We treat everyone with integrity, and value relationships that inspire and empower us.

We trust one another
We build this through consistency, compassion, excellence and honest communication.

We respect all voices
We harness the power of different backgrounds and experiences to create exceptional outcomes.

We help each other to grow
Our curiosity and thirst for learning helps us reach lofty heights.

We're committed to a better tomorrow
Our practices, behaviours and processes are good for us all and for our planet.

We share knowledge freely
We're a global community that sees collaborative information flow as a super power.

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