JOB TITLE	SERVICE DESK MANAGER
Banding	£ 33,001 - £50,638 depending on experience
Hours	37.5hrs/week (Full time)
Base	Magog Court, Shelford Bottom, Cambridge CB22 3AD Hybrid working options available
Team	Health Informatics
Accountable to	Head of Platforms
Terms	Fixed term for 12 months, with a view to extending dependant on securing funding

About Health Innovation East:

At Health Innovation East we believe that great ideas only make a difference for our health when they are put into practice. Health Innovation East is the innovation arm of the NHS in the East of England, and we are one of 15 regional Health Innovation Networks that support the introduction of innovative technologies, devices and care pathways to transform health and care.

Our team of clinicians, clinical scientists, commercial and NHS experts work with pioneering start-ups, universities, global corporates and the NHS to ensure that the best innovations in health and care reach the people and places where they deliver the most benefit. We also have a growing team of specialist programme managers, experts in real world evidence and data scientists who support the specialist work increasingly needed to deliver today's world of technology-enabled patient care.

The post holder will be part of the Health Informatics team, which designs and delivers secure, impactful data solutions that help healthcare, research, and life sciences organisations unlock the full potential of health data for patient benefit. Our team solves complex data challenges while upholding the highest standards of security, ethics, and public confidence to enable data-driven research and improve patient outcomes.

Role purpose:

The Service Desk Manager will lead the day-to-day operation of the East of England Secure Data Environment (SDE) service desk, ensuring that researchers across healthcare, academia, and industry receive responsive, consistent, and user-friendly support.

The postholder will be accountable for the performance of the service desk, including managing tickets, maintaining service desk workflows, monitoring Service Level Agreements (SLAs), and reporting on service performance to governance and funders.

They will act as the first line of technical triage, fielding enquiries from users, resolving most directly, and directing researchers to available documentation and guidance on Confluence. More complex or specialist queries will be escalated to the engineering and data teams.

The role also carries responsibility for monitoring AWS workspace usage and spend, and support accurate cost allocation and invoicing of researchers. This is a hands-on service management role requiring strong organisational skills, technical understanding to engage confidently with users, and the ability to translate service desk performance into clear metrics for leadership and funders.

Key responsibilities:

- Manage the day-to-day running of the SDE service desk, ensuring tickets are logged, triaged, and resolved or escalated in line with SLAs.

- Act as the primary point of contact for researchers once onboarded, handling the majority of enquiries directly and directing users to relevant Confluence documentation.

- Champion a positive researcher experience, ensuring queries are handled promptly, accurately and in a way that builds trust in the SDE

- Escalate complex technical/data issues to the engineering and data teams, ensuring seamless handover and follow-up.

- Maintain and improve service desk workflows, SLAs, and knowledge base articles (Confluence) to promote user self-service and efficiency.

- Track and report on key service metrics (ticket volumes, resolution times, user satisfaction, SLA performance), producing regular dashboards and insights to support programme governance, funders and continuous improvement.

- Ensure all service desk processes comply with IT policies, NHS Digital standards, data protection laws, and information security requirements.

- Provide a clear escalation point for sensitive or high-priority researcher issues.

- Collaborate with technical, engineering, and programme delivery colleagues to unblock issues and ensure researchers receive a smooth service experience.

- Proactively identify areas for improvement in service desk operations, including automation, documentation, and workflow refinement.

- Working with matrixed technical teams, with the potential for line management in the future.

- Support other technical team activities where skills and training allow.

Corporate duties:

- Support the organisation in creating an environment that values risk management and promotes the highest standards of health and safety for Health Innovation East's employees, supported by policies and procedures as appropriate
- Comply with current data protection laws and company data protection policy and procedures
- Support the organisation in developing a collaborative working environment and a culture of innovation and positive leadership, participating in the appraisal process, as required
- Promote Equal Opportunities and affirm that staff, colleagues, patients and others who encounter Health Innovation East are afforded equality of treatment and opportunities
- Observe Health Innovation East's Equality and Diversity policy in every aspect of your work, avoiding any behaviour which discriminates against colleagues, potential employees, patients or clients on any grounds
- Work with others appropriately to achieve organisational goals
- Comply with the Health Innovation East values and behaviours

Person Specification:

	Essential	Desirable
Qualifications and training:	Educated to degree level or equivalent relative experience. ITIL Foundation (or equivalent practical service management experience).	AWS Cloud Practitioner SysOps Administrator
Knowledge, understanding & experience	Proven experience in a service desk or IT support role, ideally in a regulated or complex environment, with accountability for service performance and reporting. Strong working knowledge of service desk operations, incident and request management, and SLA monitoring. Understanding of data protection (UK GDPR, Data Protection Act 2018) and information security principles. Experience producing service performance reports and dashboards for senior stakeholders.	Experience within NHS, academic, or research IT environments. Familiarity with NHS Digital standards and the Data Security and Protection Toolkit. Exposure to ISO27001 or other security frameworks. Familiarity with AWS billing/usage monitoring and cost reporting Experience improving service desk processes through automation or self-service enhancements.
Skills	Confident managing a Jira Service Management cloud instance. Confident developing Jira Automations Management of user and technical	

	Essential	Desirable
	documentation under Confluence and related Knowledgebase.	
	Atlassian suite permissions model and it's applications in relation to service portal, users, customers and the Knowledgebase.	
	Strong troubleshooting skills with the ability to resolve common researcher/user enquiries directly.	
	Excellent written and verbal communication skills, able to explain technical information to non-specialists.	
	Strong organisational skills, with attention to detail and ability to juggle competing priorities.	
Disposition/ Aptitude	User-focused, with a commitment to enabling high-quality health research.	
	Calm, professional, and confident in managing sensitive or high-priority cases.	
	Collaborative, able to work closely with technical specialists while retaining ownership of service desk performance.	

Key information about the role

- Applicants must be able to provide evidence of their right to work in the UK at the point of interview.
- Must be resident within the UK for the duration of the contract and able to attend the office for meetings (2-4 days per month).
- The role holder will sometimes be required to be flexible with their hours of work for the team to collectively meet certain deadlines.
- Occasional travel both within the region and nationally is required.

Personal development responsibilities

- Understanding and awareness of own personal development needs
- Maintenance of a compliant professional portfolio where required.

Key relationships

Internal - all Health Innovation East employees will be expected to form key relationships within the organisation relevant to the role.

External - in addition, the successful appointee will need to develop and build relationships with external colleagues as relevant to the role. These may include, but are not limited to, relationships with colleagues within partner organisations such as:

- Researchers from academia & industry.
- Industry partners including SMEs and large corporates within the health arena.
- Academic partners in Higher Education Institutes and Tech Transfer Offices.
- Funding/investment organisations.
- Applied Research Collaboration (ARC) East of England colleagues.
- NHS Trusts and NHS Foundation Trusts.
- Local Government.
- Integrated Care System and Integrated Care Boards.
- Third Sector Organisations.
- Patient Advisory Groups/Services.

Benefits of working at Health Innovation East

As part of the benefits package, Health Innovation East's employees are entitled to 27 days of annual leave plus bank holidays (pro rata for less than whole time equivalent) and are offered a company pension (employer contribution up to 10% of annual salary), life insurance (on completion of a probationary period) as well as a cycle to work scheme. In addition, all employees have unlimited access to the company's well-being programme which is externally provided and fully confidential. Team members on secondment will remain on their employer's terms and conditions.

How to apply

To apply please submit your CV and a covering letter by **Sunday 5 October at 11:59pm** to recruitment@healthinnovationeast.co.uk specifying your motivation for applying and how you meet our person specification.

Interviews will take place on **Wednesday 29 October** in person at our Cambridge office.

For an informal discussion, please contact informaticsoperations@healthinnovationeast.co.uk.

This job description is intended as an outline of the general areas of activity and will be amended in the light of the changing needs of the organisation.

5 | PAGE