

## Job Specification

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Title: IT Helpdesk Supervisor – 3-6 month FTC

Department: Information Technology

Reporting to: IT Support Supervisor

Working hours: Shift Pattern: 9:30am to 5:30pm, 8:00am to 4:00pm, 10:00am to 6:00pm

## The IT Department

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A fantastic opportunity to join our dynamic IT department which currently comprises a team of ten: the Head of IT, Head of IT Service Delivery, Senior IT Infrastructure and Applications Manager, Senior Systems Developer, Senior IT Infrastructure Analyst, Senior Applications Analyst, IT Infrastructure Analyst, IT Trainer, IT Support Co-Ordinator (which this role will be covering) and two support Analysts.

As the IT department grows, our aim is to recruit astute, motivated and enthusiastic individuals to represent the Fladgate brand. We offer exceptional training and career development and the opportunity to learn from some of the best in the business.

## The Role / Duties & Responsibilities

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As the IT Helpdesk Supervisor, your role will include but not be limited to:

### Responsibilities Include:

- Working closely with an outsourced Helpdesk to provide first line support.
- Supervision of the IT Support Analyst team, allocating resources and coordinating workflow across the team to ensure that the highest level of service is provided.
- Providing first and second line support to all computer users in the use of the Firm's hardware and software.
- Enhancing users knowledge and improve productivity firm wide.

### Co-ordinating and management responsibilities:

- Be responsible for the day to day management of outsourced Helpdesk, focusing on service delivery and excellence.

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- Coordinate lunches, rotas and holidays for the team to ensure sufficient cover at all times.
- Ensure that resources are allocated and Helpdesk queries are being resolved appropriately and in a timely manner. Escalating issues to the Senior IT Infrastructure and Applications Manager or Senior Infrastructure Analysts when outside of the scope of first/second line support.
- Ensure that a consistent approach is being applied within the Helpdesk and IT Support Analyst teams and resources are being efficiently used.
- Authorise holiday and be responsible for absence management, liaising with the HR team where appropriate.
- Where appropriate, and with guidance from the Head of IT Service Delivery and HR, address minor performance issues within the team in the first instance.
- Communicate regularly with the IT team, seeking feedback from fee earners, secretaries and business support staff to continually improve the service provided by all.
- Attend weekly scrum meetings and feedback on
- Liaise with other business support areas, such as Facilities, Document Centre, Accounts, HR etc in order to ensure best use of systems and procedures.
- Provide guidance and advice to the Helpdesk and IT Support Analyst teams, mentoring and coaching where necessary.
- Ensure that move weekends are planned and resourced appropriately.
- Ensure that all calls are logged into the helpdesk system and report monthly on long outstanding issues. Continuous review of call queues for all team members, providing any necessary support to reduce the number of outstanding calls.

## **Support:**

- Responsible for the provision of first and second level support to all users on all software and hardware queries.
- Ensure that all telephones in the support department are answered promptly.
- Ensure all calls are logged in the support database.
- Escalate any problems to the relevant personnel in the IT Department.
- To ensure that IT Equipment, Network accounts, e-mailboxes etc. are created for new joiners prior to their starting dates.
- Ensure that departing staff's Network accounts and e-mailboxes are deleted after liaising with their line manager.
- To relocate equipment and assist in office moves.
- To arrange and supervise printer engineers.
- To ensure that all the firm's users are dealt with in a courteous and professional manner.
- Perform ad-hoc support on all other systems including Office applications and other specific applications such as MS Publisher, Personal tax and JCT.

## **Network:**

- Installation of new hardware and software as directed by the Senior IT Infrastructure and Applications Manager.



- To arrange and supervise external contractors providing IT Equipment cleaning services.
- To perform basic preventative maintenance on PCs and printers.
- To be fully conversant with the Firm's backup processes and procedures including disaster recovery plan.

#### **Administration:**

- To ensure that appropriate stocks of consumables are maintained and prepare orders as necessary.
- To monitor the use and allocation of new keyboards and mice.
- To ensure all orders are checked against delivery notes and purchase orders.
- To maintain the IT asset database.
- To ensure that IT Department "bible" is kept up to date.
- To ensure that Joiner/Leaver/Move Checklists are kept up to date with changes to systems
- Communicate & train changes to systems with the Help Desk team

#### **General:**

- Any other duties as directed by Head of IT Service Delivery to support the requirements of the Firm.

#### **Projects:**

- As directed by the Head of IT Service Delivery or Senior IT Infrastructure and Applications Manager.

## Person Specification

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### Our ideal candidate will have:

- a minimum of six years' previous experience of working in an IT support role within a legal IT Support role is essential;
- Completed the COMP TIA 801-802 Security and Network plus
- ITIL qualified would be an advantage
- able to demonstrate a proven track record of excellent direct client contact and client
- able to demonstrate exceptional case management and attention to detail
- ability to offer first level support for Microsoft office applications.
- able to assist in office relocations within the building and PC installations.
- knowledge of Networking including diagnosis of TCP/IP issues
- experience using Windows 10, Windows 10, Windows Server 2012/2016 including active directory and group policy management, Microsoft Teams Office 2016/Office 365, iManage, BigHand digital dictation, MobileIron, Interaction, Workshare, Intapp, Aderant/CMS, OyezForms, iPhones.
- excellent verbal and written communication skills;
- understand the importance of good time management, prioritising, multitasking and meeting deadlines ;



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- enthusiasm and the ability to work well under pressure;
- high standards of customer service, attention to detail and a personable nature; and the ability to work well within a team environment.
- Track record of gaining respect, trust and credibility
- A positive work ethic and have energy, enthusiasm and drive
- A reliable and professional approach to the role
- A flexible nature to working shift patterns

You will be a confident communicator with a positive work ethic and the ability to build credible relationships with clients both internal and external. We are looking for an individual who presents themselves with professionalism and polish, who will inspire the confidence of clients and colleagues.

## About Us

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Fladgate has a broad skills base that covers a wide spectrum of legal services across the business lifecycle and shaped to operate collaboratively to move fast and flexibly:

- **Dispute Resolution:** which includes regulatory, corporate governance and investigations, banking and financial services litigation, international commercial arbitration, insurance, contentious trusts and family, civil fraud and asset protection
- **Corporate:** including private capital, capital markets, M&A, tax, restructuring and employment
- **Real estate:** including planning, construction, real estate finance and real estate litigation.
- **Funds, Finance and Regulatory:** including investment funds, private equity, fund managers, asset and investment managers, promoters, sponsors and investors

Fladgate is a nimble 80 partner law firm known for its ability to work on fast moving, complex challenges requiring enterprising and commercial solutions.

In addition to advising a substantial UK-based client base, the firm provides a proactive and efficient service for clients with international business through specialist groups which serve continental Europe, India, Israel, South Africa, the Middle East, Russia/CIS, US, Canada and the Asia Pacific region. Operating from London and comprising multilingual and multi-qualified lawyers, these groups facilitate cross-border activities for a diverse range of companies. The firm is a member of the International Lawyers Network, a worldwide non-exclusive association of high-quality full service law firms based in 67 countries.

For more information visit our website at [www.fladgate.com](http://www.fladgate.com)



## Inclusion & Diversity

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*“As the new Senior Partner of the Firm, I am acutely aware that our vision and values are built around the word ‘personal’. We are a people business dependent on brilliant client relationships. Inclusion and diversity objectives are therefore not ‘soft’ business aspirations, they are fundamental to our success”*

Sunil Sheth, Senior Partner

### I&D - Our focus

We know that to achieve our inclusion and diversity objectives we need to focus on a number of areas:

- Developing a diverse leadership - we have a mix of different ethnicity and genders on our leadership groups. We are working hard to improve the gender balance of our partner team and in the last 18 months 4 out of 9 people joining the partnership were women.
- Attracting a diverse work force. This means adopting a properly personal approach when connecting with those interested in joining our team including: ensuring fairness in our processes; working with those, like recruiters, who help us in this; a commitment that you will always meet male and female talent in our recruitment interviews;
- Engaging with everyone in our team to ensure they are heard, supported and understood. Encourage everyone to develop their own voice in shaping our culture, their future and our service to clients. That might be working flexibly or that might be a specific career programme - everyone needs different things at different times.
- Helping all our people in all roles to achieve their full potential. We provide training, coaching, internal mentors and buddies, whatever works for each individual and their own personal development path.

For everyone including our clients we are striving to:

- Ensure that contact with us, including for example at events we organise, is always inclusive and appropriate for all, all preferences will be catered for.
- Endeavour to ensure our teams working on different client matters reflect the right balance of gender and ethnicity.
- Develop and support our client's own inclusivity and diversity objectives by running industry specific workshops and seminars together.
- Have regular open conversations with clients about progress around inclusion and diversity.



Women in Law Pledge



## Benefits

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We reward our staff for their continued commitment to the success of this firm with a comprehensive range of benefits.

### On joining:

- Life assurance scheme – 4x annual salary (non-contributory)
- Annual holiday entitlement – 26 days per calendar year (full time)
- Flexible holiday scheme - buy up to five days extra holiday per annum
- New business bonus - calculated as a percentage of work introduced
- Staff introduction bonus - £1,000- 5,000 depending on vacant role
- Personal training/yoga – free weekly sessions
- Free online GP service - 24/7 online video GP consultations

### After 2 months:

- Group personal pension plan - 4%-5% employer contributions, matching employee contributions of 4% -5% (automatically enrolled). Processed via salary sacrifice 50% of employer NI savings added to contribution

## After 3 months:

- Company sick pay scheme
- Group income protection
- Season ticket loan
- Private Dental Plan – payable through monthly payroll
- Gym membership scheme – interest free gym membership loan
- Eye test vouchers – every two years

## After 6 months' service and end of probationary period:

- Private medical scheme insurance medical insurance scheme (non- contributory)

**Dress for your day policy:** Our intention is to allow our people to choose a dress code suited to their daily schedule in order to maximise comfort while still maintaining a professional image.

## Parental Leave & Maternity Policies

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Our aim is to create a culture where our people can thrive and feel supported at work. As such, the firm's approach to parental leave is designed to ensure that anyone who is a parent or is expecting to be a parent has a positive experience prior to parental leave, during their parental leave and upon their return to work whichever type of leave they decide to take.

Our parental leave policies\* cover:

1. **Maternity** - We offer both statutory maternity pay (SMP) and enhanced maternity pay (EMP), subject to eligibility\*. If eligible, EMP provides 100% of your salary in weeks 1-12 and 50% of your salary in weeks 13-24. Weeks 25-39 are at the government set rate (or 90% of salary, whichever is lower). In order to receive EMP, you must undertake to remain continuously employed by the Firm and to return to work for a period of at least 6 months from the date of your return to work before providing and notice of resignation\*.
2. **Paternity** – We offer enhanced paternity pay (EPP) as full basic pay for up to 2 weeks\*.
3. **Shared Parental Leave (SPL)** – SPL allows parents to take up to 50 weeks' shared leave in total following the birth or adoption of a child\*.
4. **Adoption and Surrogacy\***
5. **Ordinary Parental Leave** – Allowing up to 18 weeks unpaid leave for employees who have parental responsibility for a child / children\*.





- Bupa private medical insurance (optional benefit to join after six months' service)
- Eye test vouchers
- Optional dental insurance
- Flu jabs
- Weekly personal (group) training sessions
- Gym and sports club loans and cycle to work scheme
- Various sports teams and groups across the firm



## Mental Health

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- Employee Assistance Programme (EAP), available 24/7 and 365 days a year
- Counselling sessions available via the EAP where needed
- YuLife health and wellbeing app
- Annual holiday entitlement and flexible holiday scheme, and the opportunity to buy up to an additional two weeks' holiday
- Resilience and stress management training
- Mental health awareness talks and training sessions



## Financial Health

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- Group personal pension and group income protection scheme
- Life assurance (4x salary) scheme
- Season ticket loans
- Fee-earner bonus scheme
- Client introduction bonus scheme
- Recruitment bonus
- Marriage / civil partnership gift
- Financial management workshops inc. mortgage and pension management



## Social & CSR

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- Sports and social events, organised by our Sports & Social Committee throughout the year inc. summer and winter parties, bowling nights and quizzes
- CSR committee and fundraising activities
- Flexible working policy
- Loyalty holiday bonus, rewarding long service
- PRIME work experience opportunities
- Student mentoring for LPC and GDL students at the University of Law

