

Job Title: IT Helpdesk Team Lead

Reports To: Head of IT

Location: Head Office (Thame, Oxfordshire)

Job Purpose

The IT Helpdesk Team Lead will provide day-to-day leadership for the IT Support Team, ensuring colleagues receive a responsive, professional and effective support service. The role will oversee helpdesk activity, support the resolution of complex issues, identify trends and drive continuous improvement across IT support processes.

Key Responsibilities

- Lead, support and develop the IT Support Team, providing day-to-day guidance, coaching and line management.
- Act as the escalation point for complex support issues before referral to the Head of IT.
- Oversee the allocation, prioritisation and progress of helpdesk tickets to ensure agreed service standards and timeframes are met.
- Review ticket trends and service data to identify recurring issues, recommend solutions and improve service performance.
- Maintain effective operation of the helpdesk ticketing system and self-help portal, ensuring content and processes remain accurate and user-focused.
- Provide support via email, telephone, remote access and on-site where required, across Affinity Trust systems and end-user devices.
- Install, configure, troubleshoot and support Windows devices, Microsoft 365 applications, printers, routers, Wi-Fi equipment and other peripheral devices.
- Support mobile devices and mobile device management solutions, including setup, deployment and troubleshooting.
- Provide desktop, server, network and system support, contributing to system implementation, testing and user adoption activities where required.
- Support IT security processes, including user access, device compliance and safe handling of data in line with organisational requirements.
- Evaluate and test potential new systems and solutions, providing practical feedback on usability, security and operational impact.
- Work collaboratively with colleagues across the organisation, demonstrating a professional, personable and solutions-focused approach.

Person specification

Criteria	Essential	Desirable
Values	Demonstrates organisational values:	—

	• People at the heart of everything we do <i>We listen, we learn, we build on strengths.</i> • We give our best. <i>What we do matters. Good days and bad, we take responsibility.</i> • We work together. <i>We are one team and value people's strengths and differences. We are open and trusting with each other.</i> • We have courage. <i>We try new things. We are creative and adaptive.</i>	
Skills and experience	• Experience in an IT support or service desk environment. • Experience of leading, supervising or managing a small team, including workload allocation and performance support. • Strong customer service skills, with the ability to communicate clearly and professionally with colleagues at all levels. • Good working knowledge of Microsoft 365, Windows 11 and common business applications. • Experience of diagnosing and resolving hardware, software, printer, peripheral and connectivity issues. • Good understanding of wireless technologies, LAN setup and general network troubleshooting. • Experience of mobile device management, deployment and support. • Working knowledge of Active Directory, Windows Server, Azure, SharePoint, Intune, IT security and data protection requirements. • Ability to analyse support data, identify recurring issues and recommend practical service improvements. • Organised, proactive and able to manage competing priorities in a busy support environment.	• Experience of working in a social care, charity or multi-site organisation. • Experience of supporting system implementation, user testing or service improvement projects. • Knowledge of ITIL principles or service management best practice.
Qualifications	• Relevant technical qualification, equivalent experience or evidence of continuing professional development in IT support.	• Microsoft, CompTIA, ITIL or equivalent certification.

Together we make it possible

Other	• Able to travel to other Affinity Trust locations when required. • Committed to delivering an inclusive, accessible and person-centred support service. • Able to work flexibly to respond to urgent service needs where necessary.	• Full UK driving licence or ability to travel independently between locations.
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