



Help Desk Service Coordinator

About the Team and the Role

Digital, Data & Technology (DDaT) enables Mencap to deliver safe, reliable and effective services for people with a learning disability. Colleagues across the organisation rely on digital systems and devices to carry out their work, communicate with each other and support the delivery of services.

The Help Desk Squad provides frontline technology support to colleagues across Mencap. The team responds to technology incidents, fulfils service requests and ensures that colleagues receive timely support when digital issues occur.

The Help Desk Service Coordinator plays a key role in ensuring that the support service operates smoothly and efficiently on a day-to-day basis.

The role coordinates the workflow of the Help Desk and ensures that incidents and service requests are triaged, prioritised and routed appropriately across the support team. This helps ensure that colleagues receive timely support and that operational service levels are maintained.

Working closely with Help Desk Analysts, Senior Analysts and the Incident Manager, the Help Desk Service Coordinator helps manage incoming demand and ensures that work is distributed effectively across the team.

The role provides operational coordination across the Help Desk, including:

- monitoring support queues and ticket volumes
- triaging new incidents and service requests

- routing tickets to appropriate support teams
- ensuring tickets contain sufficient information for resolution
- identifying priority issues requiring escalation

The Help Desk Service Coordinator also supports the coordination of responses to operational incidents affecting colleagues.

Where issues cannot be resolved within the Help Desk, the coordinator ensures that they are escalated to the appropriate teams, including infrastructure engineers, application specialists or other technical teams within Digital, Data & Technology.

The role also supports operational readiness across the Help Desk by ensuring that processes are followed, service requests are handled consistently and operational procedures remain effective.

The Help Desk Service Coordinator provides valuable insight into service demand and helps identify patterns in incidents and requests that may indicate underlying technical issues or opportunities to improve digital services.

The role works closely with the **Help Desk – Squad Lead** to ensure the Help Desk operates effectively and that service performance targets are maintained.

Does not make technical resolution decisions; technical ownership remains with Senior Help Desk Analysts and relevant technical teams.

Regular onsite presence is expected in either the London or Peterborough office to support the coordination of the Help Desk, including managing demand, supporting colleagues and ensuring effective day-to-day service operations.

What you will bring to the role (Essentials)

Experience working within a technology support or service desk environment.

Own the operational management of the Help Desk queue, ensuring incidents and service requests are prioritised, triaged and routed effectively

Provide day-to-day task coordination and workload direction for Help Desk Analysts and Senior Help Desk Analysts.

Take accountability for ticket quality, ensuring all incidents contain sufficient and accurate information for resolution

Act as the primary point of coordination for day-to-day Help Desk operations, directing workload across the team

Provide first-line escalation for operational issues within the Help Desk



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone

Work closely with squad-aligned teams to ensure effective handover and progression of tickets requiring further resolution

Owens prioritisation and allocation of work across the Help Desk to ensure optimal use of team capacity. Technical decisions relating to resolution are supported by Senior Help Desk Analysts.

Strong organisational skills and the ability to manage multiple support requests and operational priorities.

Experience triaging and coordinating incidents and service requests within a support function.

Understanding of IT service management practices such as incident management and service request fulfilment.

Experience working with service management or ticketing systems.

Strong attention to detail and the ability to ensure incidents contain accurate and useful information for resolution.

Ability to prioritise work effectively and route issues to the appropriate teams.

Strong communication skills and the ability to provide clear updates to colleagues and support teams.

Ability to remain calm and organised when coordinating responses to operational issues.

Experience working collaboratively with technical teams and support staff.

A commitment to delivering responsive and professional support to colleagues across the organisation.

A commitment to Mencap's values and a desire to support the organisation's mission to improve the lives of people with a learning disability.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone



“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.



We are **passionate**
about making the
world a better place



We are **positive**
in our work and
with each other



We are **brave**
we challenge and
try new things



We are **kind**
to everyone



We are **inclusive**
of everyone