



Help Desk – Squad Lead

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 technology to access systems, communicate with each other and support the delivery of services.

The Help Desk Squad provides frontline technology support to colleagues across Mencap. The team acts as the primary point of contact for technology issues and service requests and plays a critical role in ensuring colleagues receive reliable and responsive digital support.

The Help Desk – Squad Lead manages the team responsible for providing this support and ensures that the service operates effectively, efficiently and consistently.

The role is responsible for ensuring operational procedures, support documentation and knowledge management practices are maintained across the Help Desk function.

The role works closely with project, product and engineering teams to ensure operational readiness for new systems, platform changes and service improvements.

The role is accountable for the operational performance of the Help Desk and ensures that incidents and service requests are handled professionally and resolved in a timely manner.

The Help Desk Squad includes:

- Help Desk Service Coordinator (2)
- Help Desk Analysts (5)

- Senior Help Desk Analysts (3)
- Incident Manager
- Identity and Access & Governance Analysts

Together this team provides frontline support across the organisation's digital services and works closely with platform engineers, application teams and data teams to resolve issues affecting colleagues.

The Help Desk – Squad Lead ensures that the team delivers high-quality support and that colleagues across the organisation receive a positive experience when interacting with Digital, Data & Technology.

The role also ensures that service management practices aligned with ITIL operate effectively within the frontline support function. These practices include incident management, service request fulfilment and service level management.

The Help Desk – Squad Lead works closely with the Head of Technology Operations and Service Management to ensure that operational technology services remain stable and that issues affecting colleagues are addressed quickly.

The role also plays an important part in identifying recurring problems and escalating them to engineering or delivery teams for long-term resolution.

The Help Desk provides critical operational insight into how digital services are performing. The role ensures that this insight is captured and used to drive service improvement across Digital, Data & Technology.

The Help Desk – Squad Lead is responsible for ensuring that the team maintains a professional, supportive and responsive approach to colleagues across the organisation.

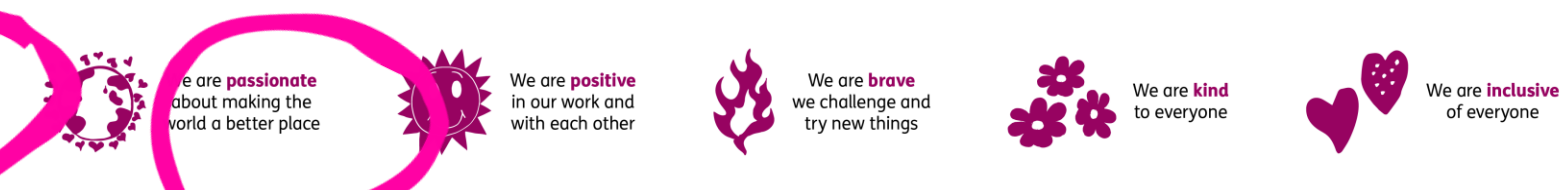
Regular onsite presence is expected in either the London or Peterborough office to support team leadership, stakeholder engagement and effective oversight of Help Desk operations. The role may also require ad-hoc travel to other Mencap locations to support service delivery and engage with colleagues where necessary.

What you will bring to the role (Essentials)

Experience managing or leading a technology support or service desk function within a complex organisation.

Experience leading teams responsible for frontline technical support.

Accountable for overall Help Desk service performance, including service levels, user experience and operational stability



Accountable for measurable service outcomes including First Contact Resolution (FCR), Mean Time to Resolve (MTTR), service request fulfilment and user satisfaction.

Leads the identification of recurring issues and drives problem management activity to reduce service demand

Owns problem management within the Help Desk, ensuring recurring issues are identified, investigated and resolved at source.

Owns service performance reporting, trend analysis and continuous improvement planning

Works with engineering and delivery teams to ensure systemic issues are addressed at source

Delegates day-to-day queue management and ticket coordination to Help Desk Service Coordinators

Ensure operational processes, support procedures and knowledge documentation remain accurate and effective.

Experience supporting organisational change and transition into service activities.

Experience working collaboratively with engineering, delivery and governance teams.

Experience using operational reporting and trend analysis to support continual service improvement.

Strong understanding of IT service management practices including incident management, service request fulfilment and service level management.

Experience working within service management frameworks such as ITIL.

Experience managing operational service performance and ensuring service targets are met.

Experience coordinating responses to operational incidents affecting technology services.

Strong communication skills with the ability to support colleagues effectively and manage stakeholder expectations during incidents.

Ability to analyse service desk data to identify recurring issues and service improvement opportunities.

Experience developing and supporting technical support staff.

Strong organisational skills and the ability to manage competing operational priorities.

Commitment to delivering high-quality technology support that enables colleagues across the organisation to work effectively.

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.



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

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.



“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.



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