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| 0175/MT/JBR |  |

11 November 2024

# To the Applicant

**named in the Address**

Dear Applicant

## Information for Applicants

Thank you for the interest you have shown in the vacancy of **Service Desk Analyst –   
ICT Department – Head Office (Ref: 887)**.

The Union of Shop, Distributive and Allied Workers is one of the UK's largest trade unions, with members working in retail, distribution, food processing and manufacturing, and other industries (sectors).

I hope you find the application pack sufficiently informative in deciding whether you are the right person for this post.

**The application closing date is noon on Monday, 25 November 2024.** Please email your completed Application and Equal Opportunities forms to [jobvacancies@usdaw.org.uk](mailto:jobvacancies@usdaw.org.uk). If an acknowledgement of receipt of the application form is required, please telephone the   
HR Section on 0161 249 2457.

Interviews are expected to take place on **Thursday, 5 December 2024.**

All applications will be treated in the strictest confidence. Please note that CVs will not be accepted and we can only accept emailed applications in Word or PDF format.

Please note that it is the Union's policy to not give external candidates feedback after not being shortlisted for interview.

I look forward to receiving your application.

Yours sincerely

# BRENDAN DUGGAN

Executive and Administration Officer



**SERVICE DESK ANALYST**

**ICT DEPARTMENT**

**HEAD OFFICE**

**(REF: 887)**

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**JOB DESCRIPTION**

**SERVICE DESK ANALYST**

**ICT DEPARTMENT**

**HEAD OFFICE**

**(REF: 887)**

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| **Job Title:** | Service Desk Analyst |
| **Grade:** | 2 |
| **Responsible to:** | Head of Department/ Senior ICT Support Officer |
| **Job Purpose:** | Under the day-to-day management of the Senior ICT Support Officer, the postholder is responsible for:   * Assisting with the day-to-day operation of the Department. * Providing first line helpdesk support to all enquiries, offering advice and instruction to ensure that problems are resolved within the Department's Service Level Agreements. |

## Principal Accountabilities

The duties outlined below are not intended to be an exhaustive list but are simply to indicate the main activities of the postholder:

1. Provide first line telephone support to users, giving end users advice, instruction and providing resolutions. Initial information gathering and diagnosis via technical tools such as remote control, resolving the problem where possible, or assigning to a relevant colleague or third party. Recording details of the call at a detailed level on call logging software.
2. Day-to-day administration of departmental databases, spreadsheets, and office procedures:

* Maintaining an inventory of equipment, software configurations etc, including for example, equipment such as laptop/printers/PCs/desk phones/smartboards, etc
* Ordering of new equipment and consumables, investigating options and obtaining and recording a number of quotes to ensure value for money.
* Issuing intranet announcements and updating calendar events.
* Production of documentation for the IT knowledge base.

1. Day-to-day support and maintenance of the Union's IT systems:

* Active Directory/Exchange – setting up new users, amending/moving users, troubleshooting login issues, mailbox permissions, etc.
* Supporting users in their use of Microsoft Office applications such as Word, Excel, Outlook, etc.
* Set-up and troubleshooting of printers on user PCs.

1. Day-to-day support and maintenance of the Unions Mitel telephone system:

* Configuration and set-up of new extensions and users on the Usdaw phone system.

1. Day-to-day support and maintenance of the Union's smartphones:

* Initial diagnosis of problem(s).
* Reporting faults and organising replacements where necessary.
* Assist in configuring MiCollab settings to link with Mitel.

1. Assisting in projects involving the roll-out of PCs, desk phones, mobile phones, etc. Collating information, setting up and configuring according to instructions.

## Planning and Organising

Work is a mixture of reactive and planned, as ongoing project work is interrupted by requests for support including:

* The collation of information and basic set-up of devices and software, eg rollout of mobile phones to Officials, involving the configuration and connection to Exchange (Outlook).
* Producing documentation and updating information/instructions for the ICT department and general staff.

There is some forward planning required for tasks which are done regularly within a weekly cycle eg:

* The ordering of consumables and computer accessories.

## Essential Internal and External Work Relationships

Head of ICT

Senior ICT Support Officer

All Union staff and officials up to and including the Central Officials.

Third party hardware/software suppliers.



**PERSON SPECIFICATION**

**SERVICE DESK ANALYST**

**ICT DEPARTMENT**

**HEAD OFFICE**

**(REF: 887)**

The post requires you to have, or be capable of acquiring, the competencies listed in the boxes below. These cover knowledge, skills, and behaviours.

The Application for Employment form has a section headed 'Key Competencies', where you should tell us how you meet those competencies. It is not sufficient simply to repeat the words in the person specification: we expect you to give short, clear real-life examples to demonstrate your ability to do this job. Some of your examples may cover a number of competencies, so you do not need to repeat the details each time.

Your examples should tell us what was required, what you did, what the outcome was, and what you learned from the situation.

We know some of the competencies may be specific to Usdaw. Applicants without this specific information should demonstrate their competence from other experiences or situations and explain how that is transferable to this job.

**Please do not use more than three additional pages in addition to the Key Competencies page at Section 8 of the Application for Employment.** Where more than three additional pages are submitted, the application may not receive any further consideration.

The fields in the 'Application for Employment' form have no word or character limit and will automatically expand as they are completed.

If you are shortlisted for interview, you will be required to undertake further exercises for us to assess your competencies practically.

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| **KNOWLEDGE** |
| * Knowledge of Windows 10 to an intermediate level. * Knowledge of Windows Operating Systems, IT networks, hardware/software installation, including basic network troubleshooting skills using IP addresses and command line tasks,  eg ipconfig, ping. * A working knowledge of administering user accounts and exchange mailboxes in a Microsoft 365 environment. * Experience of updating content on an intranet or other CMS, preferably SharePoint. * An understanding of data protection and confidentiality. |
| **SKILLS** |
| * The ability to work in a busy helpdesk environment, handling phone queries with knowledge of how Service Level Agreements work. * The ability to support mobile devices and mobile device management. * The ability to support users of VoIP telephone systems. * The ability to produce reports, end user support guides and first line knowledge base articles. * High level of proficiency in MS Office 365 (Word, Excel, Outlook, PowerPoint and Access). * Strong interpersonal skills and the ability to communicate effectively with a diverse range of people by telephone, in writing and face to face. * Well-developed planning and organisational skills and the ability to prioritise work in order to meet deadlines. * An ability to work with minimum supervision. |
| **BEHAVIOURS** |
| * Actively listens to and respects the views and feelings of others and works harmoniously with individual colleagues and teams. * Actively contributes to team discussions and decisions. * Demonstrates tact, initiative and discretion. * Has a commitment to equal opportunities practice. * Has a methodical approach with close attention to detail with high concern for order and accuracy. * Makes sound judgements and knows when to refer more complex queries. * Responds to change, is adaptable and flexible to the changing needs of the job and the Union and has a proactive approach to training and development opportunities to meet the demands of the job. |
| **SPECIAL FEATURES** |
| * Work outside normal office hours may be required including work outside Head Office and possible overnight stays, though this is rare. * Restrictions on holidays at peak times will be applied, particularly between January and April inclusive. |



# PRINCIPAL CONDITIONS OF SERVICE

Usdaw offers generous conditions of service. Some of the Union's key terms and conditions are detailed below:

Salary and Hours

This information is detailed on the advertisement and/or job description.

Maternity and Paternity Entitlement and Shared Parental Leave

The Union provides generous maternity leave provisions and the Paternity and Shared Parental Leave Policies are set out in the Staff Handbook.

**Holidays**

The Union provides a generous holiday entitlement of 24 days rising to 32 days after 5 years' service   
(pro rata to commencing month in holiday year and number of days a week worked).

**Sick Pay Entitlements**

The Union provides a generous sick pay scheme subject to qualifying criteria.

**Pension**

Usdaw is compliant with auto enrolment legislation which requires the automatic entry of all new employees into a workplace pension scheme.

New employees will be auto enrolled into the Usdaw Staff Defined Contribution Pension Plan on commencement of employment subject to their meeting the following qualifying criteria:

* They are aged between 18 and State Pension Age, and
* Their annual earnings exceed the prevailing Personal Allowance for Income Tax.

Non-qualifying employees will not be auto enrolled but may opt in at any time.

New employees will receive separate correspondence concerning their eligibility for automatic enrolment and will be provided with details of the Pension Plan and its benefits.

On completion of two continuous years' employment employees are eligible to opt out of the Pension Plan and join the Union’s final salary pension scheme instead.

## Probationary Period

All employees, upon commencing employment with Usdaw, are required to undertake a minimum probationary period of six months.

**Data Protection Policy**

The Data Protection Policy sets out how the Union processes the personal data of members of staff for contractual, legal and other legitimate purposes.

Privacy notices are used where it is necessary for the Union to gather personal data from staff.

The Personal Data Breach Policysets out how the Union responds to actual or suspected breaches of personal data.

### References

All conditional offers of appointment are subject to the Union being satisfied with two references. Both referees will be asked to comment on work performance, particularly in relation to the person specification, eg current or previous employer, tutor, etc.

Applicants should note that members of the interviewing panel are disqualified from providing references for shortlisted candidates.

### Medical

All conditional offers of appointment are subject to the Union being satisfied with a pre-employment medical questionnaire. This will be conducted by the Union's occupational health provider.

## Requirements of the Immigration, Asylum and Nationality Act 2006

All conditional offers of employment are subject to the production of a document or documents on a statutory list that confirms eligibility to work in the UK.

## Equal Opportunities Policy

Usdaw is an equal opportunities employer committed to treating all employees and job applicants with dignity and respect. A copy of the Equal Opportunities Policy is included in the application pack.

# EQUAL OPPORTUNITIES MONITORING FORM

This section of the application form will be detached from your application and will be used solely for monitoring purposes and will not be seen by the appointing panel.

Usdaw is an equal opportunities employer. We are committed to treating all employees and job applicants with dignity and respect regardless of gender, sexual orientation, gender reassignment, race, religion or belief, marital status and civil partnership, disability, age or pregnancy and maternity. We therefore welcome applications from all sections of the community.

Your co-operation in completing this form in full and returning it along with your application form and convictions form will help us to ensure that we maintain that commitment.

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| **Gender** | M | F | Another Gender  Identity | Prefer Not  to Say |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Age** | 16-24 | 25-35 | 36-45 | 46-55 | 56 plus |

**Ethnic Origin**

|  |  |  |
| --- | --- | --- |
| **Asian or Asian British**  Indian  Pakistani  Bangladeshi  Other  (please specify) | **Black or Black British**  Caribbean  African  Other  (please specify) | **Chinese/Other Ethnic Group**  Chinese  Other  (please specify) |
| **Mixed**  White & Black  White & Black African  White & Asian  Other  (please specify) | **White**  British  Irish  Other  (please specify) | **Other**  (please specify) |

**Disability**

|  |  |
| --- | --- |
| The Union will make reasonable adjustments in respect of applicants with a disability. This applies to the application and shortlisting stages and during the selection process.  The Equality Act defines disability as 'A physical or mental impairment which has a substantial and  long-term effect on the person's ability to carry out normal day-to-day activities'. | |
| Do you consider yourself to have a disability? | YES  NO |
| If yes, please state nature of disability: | |

REF: 887

Service Desk Analyst

November 2024

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| Where did you **first** see this job advertised? | | | | |
| The Guardian | TUC | Internal Notice | | Word of Mouth |
| Total Jobs | Fish4Jobs | S1 Jobs | | Journal |
| Local Paper  (please specify): | | Other  (please specify): | | |
| Are you employed by the Union? | | | | YES  NO | |
| Are you carrying out work for the Union through an agency? | | | | YES  NO | |

**Data Protection**

Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.

The data we collect on this form will be used for the production of de-personalised statistics and for any necessary reasonable adjustments. The form will be stored securely and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building, 2 Furness Quay, Salford Quays, Manchester, M50 3XZ.

## EQUAL OPPORTUNITIES POLICY

The Union is committed to policies and actions to ensure that its staff are not discriminated against on the basis of gender, sexual orientation, gender reassignment, race, religion or belief, marital status and civil partnership, disability, age or pregnancy and maternity.

The Union embraces and is committed to implementing all anti-discrimination legislation and aims to ensure its compliance in all aspects of its work as an employer.

These principles will apply in respect of all terms and conditions of employment, including pay, hours of work, holiday entitlement, overtime and shift work, work allocation, guaranteed earnings, sick pay, pensions, recruitment, training, promotion and redundancy.

**Policy Statement:**

The Union is committed to:

* Developing policies to promote equality of opportunity in employment.
* Assisting in creating a productive, safe and discrimination-free work environment where all staff are treated fairly and with respect.
* Demonstrating and promoting a commitment to equality issues by preventing and challenging discrimination and valuing diversity.
* Developing stronger internal and external communications on all aspects of Union business but specifically equality issues and ensuring that staff views are listened to and responded to.
* Improving the motivation, performance, skills and morale of all staff.

All staff will be made fully aware of this policy and must adhere to its requirements. Any staff member who feels that they have grounds for complaint in relation to bullying, discrimination, harassment or victimisation has the right to pursue their complaint through the Union's Grievance Procedure or Harassment and Bullying Procedure.

All complaints relating to alleged breaches of the Union's Equal Opportunities Policy will be investigated. Any such complaints which are upheld may lead to appropriate disciplinary action being invoked against any member of staff of the Union.

The Union and relevant staff representative bodies agree that they will revise, from time to time, through their joint machinery, the operation of this Equal Opportunities Policy.

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| CRIMINAL CONVICTIONS FORM |

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| Do you have any unspent convictions? | YES  NO |
| If yes, please give details below. Spent convictions do not have to be declared as the job is not one that is covered by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Please see [https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-197](https://www.gov.uk/government/publications/new-guidance-on-the-rehabilitation-of-offenders-act-1974)4 for further details.    We will not discriminate against ex-offenders. If you have previous convictions this will not automatically prevent you from getting the job. We will consider how previous convictions could affect the job you are applying for. The information you provide will be kept confidential. | |

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| I confirm that to the best of my knowledge the information given on this form is true and correct. I understand that if I deliberately omit or give false/misleading information I will be immediately disqualified from the selection process, or be subject to disciplinary action, if already in employment.  Signed:  Date: |

**Data Protection**

Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.

The information we collect on this form will be used to process your application for employment purposes. The form will be stored securely and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building,   
2 Furness Quay, Salford Quays, Manchester, M50 3XZ.

REF: 887

Service Desk Analyst

November 2024

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| APPLICATION FOR EMPLOYMENT |

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| **PERSONAL INFORMATION**  **(CONFIDENTIAL)** | **ID NO:**  **(for office use only)** |

Please complete this form in BLACK ink or type written.

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| **POST TITLE:**  **SERVICE DESK ANALYST –  ICT DEPARTMENT – HEAD OFFICE** | **CLOSING DATE:**  **NOON ON  MONDAY,  25 NOVEMBER 2024** | **JOB REF NO: 887**  **(for office use only)** |

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|  | **PERSONAL DETAILS** |  |  |
|  |  |  | |
|  | Surname: | Forename(s): | |
|  | Address: | Home Tel: | |
|  |  | Work Tel: | |
|  |  | Mobile No: | |
|  |  | Email Address: | |
|  | Postcode: | NI No: | |

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|  | Please give any dates when you are unavailable for interview:  The panel will not necessarily be able to accommodate applicants who are unavailable on given dates. |

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|  | **PRESENT OR MOST RECENT EMPLOYMENT** | |  | |
|  |  |  | | |
|  | Name and Address of Employer: | Job Title: | | |
|  |  | Notice Period: | | Salary:  £ |
|  | Postcode: | Date commenced:  Date left *(where applicable)*: | | |
|  | Nature of Business: | Reason for Leaving *(where applicable)*: | | |
|  | Brief description of main duties and responsibilities. | | | |

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|  | **PREVIOUS EMPLOYMENT**  Please list all previous employment, work experience, voluntary work or any gaps in employment – starting with the most recent first. If necessary, please attach additional information regarding employment and education history on a separate sheet and return this with your application form. |

|  |  |  |  |
| --- | --- | --- | --- |
| Name and Address of Employer | Job Title and Brief Description of Main Duties | Duration  Years/Months | Reason for  Leaving |
|  |  |  |  |

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| --- | --- | --- | --- | --- |
|  | | **EDUCATION** |  | |
|  |  | |  |  |
|  | | Schools, Colleges, etc. | | Qualifications Gained | Duration  Years/Months |
|  | |  | |  |  |

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| --- | --- | --- | --- | --- | --- | --- |
|  | PROFESSIONAL/TECHNICAL QUALIFICATIONS | | |  | | |
|  |  |  |  | |  | |
|  | Qualification Gained | Where Obtained | | | | Duration  Years/Months |
|  |  |  | | | |  |
|  | Membership of professional bodies other than above and how obtained. | | | | | |
|  |  |  | | | |  |

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|  | **TRAINING** | (Job related training courses attended) | | | |
|  |  | |  | | |  |
|  | Course | | | Where Attended | Date |  |
|  |  | | |  |  |  |

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| **8.** | **KEY COMPETENCIES** |
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|  | **Please give details of relevant knowledge, skills and behaviours, including examples, on the key competencies below which you consider may be helpful in assessing your suitability for this post.** | |
|  | **Knowledge of Windows Operating Systems, IT networks, hardware/software installation, including basic network troubleshooting skills using IP addresses and command line tasks, eg ipconfig, ping.** | |
|  |  | |
|  | **High level of proficiency in MS Office 365 (Word, Excel, Outlook, PowerPoint and Access).** | |
|  |  | |
|  | **The ability to support users of VoIP telephone systems.** | |
|  |  | |
|  | **The ability to support mobile devices and mobile device management.** | |
|  |  | |
|  | **Experience of updating content on an intranet or other CMS, preferably SharePoint.** | |
|  |  | |
|  | **The ability to work in a busy helpdesk environment, handling phone queries with knowledge of how Service Level Agreements work.** | |
|  |  | |
|  | **Although the competencies above are key to this role, all the remaining competencies in the Person Specification are desirable. Please use the box below to outline  any knowledge, skills and behaviours, including examples, in relation to these competencies which you feel may be helpful in assessing your suitability for this post.** | |
|  |  | |

*The rows above have no word or character limit and will automatically expand as they are completed, however they should not fill more than three additional pages.*

*If the application is completed by hand please continue on a separate sheet, but please do not attach more than three additional sides of A4 paper.*

|  |  |
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| **9.** | **TRADE UNION INVOLVEMENT** |
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|  | (Provide any details concerning membership, positions held and involvement in the Trade Union and Labour Movement.) | |
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| --- | --- | --- |
|  | **REFERENCES** |  |
|  | Please give the names and addresses of two referees. One must be your present or most recent employer. The other can be either another previous employer or any other person who is able to comment on your work performance, particularly in relation to the Person Specification, eg Tutor etc.  References will not be taken up until a conditional offer of employment is made.  Applicants should note that members of the interview panel are disqualified from providing references for shortlisted candidates.   |  |  | | --- | --- | | Name: | Name: | | Job Title: | Job Title: | | Organisation: | Organisation: | | Your Relationship to Referee: | Your Relationship to Referee: | | Address: | Address: | |  |  | | Tel No: | Tel No: | | Email: | Email: | | |

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| --- | --- | --- |
|  | I confirm that to the best of my knowledge the information given on this form is true and correct. I understand that if I deliberately omit or give false/misleading information I will be immediately disqualified from the selection process, or be subject to disciplinary action, if already in employment.  I consent to Usdaw accessing and holding such data as may be required that is relevant to my application and employment, if appointed.  **Data Protection**  Usdaw is committed to meeting its obligations to process data in accordance with the requirements of data protection legislation.  The personal data we collect on this form will be used to process your application for recruitment purposes, with your consent as signed on this form. The form will be stored securely, shared only with the shortlisting and interview panels and members of the Human Resources Team for administrative use only and destroyed six months following the interview date. Successful applicant(s) will be subject to the Union's Privacy Notice for Staff on commencement of employment. You have the right to be informed about processing of your personal data, request access to your personal data, and its rectification, erasure, restriction on processing, objection to processing and portability. You have the right to complain to the Information Commissioner. Usdaw and its Data Protection Officer may be contacted at Voyager Building, 2 Furness Quay, Salford Quays, Manchester, M50 3XZ. | |
|  | Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

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| **NOTE TO APPLICANTS** | Please return your **signed** application form to [jobvacancies@usdaw.org.uk](mailto:jobvacancies@usdaw.org.uk).  Applications received after the closing date will not be considered. |