

JOB OUTLINE

Job title:	Data Management Services - Service Desk Analyst
Job ref:	HFL1592
Hours:	Fulltime, 37 hours per week, 52 weeks per year
Salary:	£25877.80 per annum
Contract:	Permanent
Reports to:	DMS Service Desk Team Leader
Team:	Data Management Services
Location:	Hybrid working with flexibility required to work 1 day per week in our Head Office in Stevenage, Hertfordshire.

OUR COMPANY

HFL Education (Formerly Herts for Learning) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HFL is majority owned by Hertfordshire schools and operates with a not-for-profit ethos.

JOB CONTEXT

HfL's Business Services delivers a complete range of services to support school and educational settings, develop and complement the work of headteachers, governors, School Business Managers, Finance, HR and admin staff, as well as helping them get the best from existing technology and their Management Information Systems (MIS). The team provides advice and guidance that is adapted for each individual establishment's requirements and priorities.

The Data Management Services team has primary responsibility for support and training in the use of Management Information Systems for a range of educational settings, providing specialist business and technical expertise and advice.

PURPOSE OF THE JOB

The DMS Service Desk analyst is a key member of an enthusiastic and dedicated Service Desk team, committed to delivering high quality, timely, and professional support to schools, academies, and education staff in the use of Management Information Systems (MIS).

The role includes providing front line customer assistance while also delivering more in depth MIS advice, documentation, and service development. The post holder will support the strategic growth of the Data Management Service through excellent customer service, continuous professional development, and collaboration across teams.

MAIN AREAS OF RESPONSIBILITY

Customer Support & Service Delivery

- Provide support to schools and academies in the use of MIS systems including Arbor, Bromcom and SIMS, via telephone, email, and the IT Service Desk portal.
- Act as a primary point of contact for MIS-related enquiries, liaising with school leaders, MIS users, senior colleagues, and third-party suppliers as required.
- Take ownership of incidents and service requests, ensuring they are progressed, resolved, and closed in line with agreed SLA/KPI benchmarks.
- Work to a consistently high standard in a fast-paced service desk environment, delivering outstanding customer service.

Incident, Request & System Management

- Accurately log, maintain, and update records within the IT Service Management (ITSM) system, in line with policies and procedures.

- Keep customers informed of progress at all stages of incident and request resolution.
- Manage multiple workstreams simultaneously, prioritising effectively and meeting deadlines.

MIS Expertise, Documentation & Training

- Receive, record, and investigate MIS issues professionally, escalating complex cases when appropriate.
- Support MIS Consultants with key areas of MIS software, contributing to solution development and service improvements.
- Help MIS Consultant prepare and maintain clear instructional documentation, guidance notes, and knowledge-base articles for school users.
- Support the delivery of MIS training workshops and courses, both on school sites and at central training venues.
- Advise schools on how to gain maximum value from their MIS, including effective data management.
- Ensure DfE requirements and statutory returns are fully understood and correctly applied.

Teamwork, Development & Service Promotion

- Work with a strong “one team” approach, actively supporting and coaching colleagues to develop cross-team skills.
- Contribute to the development of the Data Management Service strategies.
- Promote the services offered by the team, contributing to guidance content, and website updates.
- Maintain continuous professional development to stay current with MIS systems, upgrades, tools, and best practice.

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary.

PERSON SPECIFICATION

Knowledge and Experience of:

- Willingness to learn new technologies, systems, and skills as the service evolves.
- Ability to work effectively both independently and collaboratively, in a hybrid settings.
- Knowledge of Microsoft Word, Excel and Outlook.
- Experience managing multiple tasks, priorities, and workstreams in a busy environment.
- Experience of school MIS systems (SIMS, Arbor, Bromcom) would be an advantage.

Skills and abilities:

- Excellent communication skills, written and verbal, with a professional and confident telephone manner.
- Strong listening, coaching, and problem-solving skills, with a customer-focused approach.
- Highly organised, self-motivated, and proactive, with the ability to remain calm under pressure.
- Excellent administrative skills, ensuring accurate and timely logging of activities.
- Ability to handle high volumes of work while maintaining quality and attention to detail.
- Flexible, reliable, and enthusiastic, with a genuine desire to deliver excellent service and support team members.
- Sensitive to the needs of customers and colleagues, fostering trust, confidence, and cooperation.

EQUAL OPPORTUNITIES

HFL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HFL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Anti-racist position statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

DISCLOSURE AND BARRING SERVICE

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview, you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

INTELLECTUAL PROPERTY RIGHTS

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Lisa Harvey on 01438 544466 or via email on lisa.harvey@hfleducation.org and provide your mobile no. so a mutually convenient time can be arranged to discuss the role.

To apply, email hfl.recruitment@hertsforlearning.co.uk with a detailed CV along with a supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HFL team.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms.

To help HFL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HFL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

Closing Date: Midnight 10th June 2026

Interview Date: Friday 19th June 2026 in Stevenage.

This job advert may close as soon as sufficient applications have been received. To make sure you don't miss out on this great opportunity, please submit your application as soon as you can.