



## **Role Title: Service Desk Team Leader**

Based in Braintree, Lolly is a leading software and technology firm in the hospitality sector producing a wide range of state-of-the-art technology solutions including robot waiters, facial verification, mobile apps, EPOS and payment solutions.

Our mission is to make technology simple, by implementing the best solution, incorporating the most reliable intuitive technology and to follow this with first class after-sales customer care.

We exist to create a technology hub for now and in the future.

### **About the Role**

We are seeking a highly organised and detail-oriented Service Desk Team Leader will oversee the day-to-day operations of the managed service desk, acting as the primary liaison between our client and Lolly. Additionally, the Team Leader will serve as the internal coordinator across Lolly's Provisioning, Admin, and Helpdesk teams to ensure smooth workflows, efficient ticket resolution, and consistent service delivery.

### **Responsibilities**

- Oversee ticket assignments, ensuring they are directed to the correct team and resolved within agreed SLAs.
- Track tickets across their lifecycle, proactively following up with internal teams to avoid bottlenecks and delays.
- Review and manage escalated issues, ensuring timely interventions and updates.
- Serve as the central communication point between the service desk and Lolly's internal teams
- Build and maintain strong working relationships with internal teams to facilitate efficient problem-solving.
- Act as the single voice of the managed service desk for our client, maintaining regular communication on progress, issues, and updates.
- Identify recurring challenges within internal workflows and recommend optimizations.
- Lead the service desk team to ensure tickets are resolved efficiently and professionally.
- Provide training and support to service desk staff, ensuring they understand internal processes, tools, and escalation protocols.
- Collaborate with our client to anticipate changing needs and adapt workflows accordingly.
- Drive initiatives to streamline communication between our client and Lolly's internal teams.

### **Key Skills & Requirements**

- Ability to collaborate effectively with our clients' stakeholders and internal Lolly teams.
- Proven experience in managing workflows across multiple internal departments.
- Focus on delivering a seamless and positive experience for our client and internal teams.
- Proactive approach to identifying and resolving cross-departmental issues.
- Strong skills in tracking performance metrics and deriving actionable insights.

## Preferred Qualifications

- 3+ years of experience in data entry, systems administration, and team leader management.

## Why Join Us?

We are one of the leading omni-channel retailers across the UK, but more than that, we are a great place to work. We value you and your development. We pride ourselves on giving our team members the opportunity and continued training and development to enable them to progress their personal and professional skills.

Our aim is to create a fun and creative environment, where your success is paramount to ours and you are given the right tools, support, and platform to achieve your goals. More than that, we want every team member to be happy in their work and feel they can contribute and add value to the business.

## Diversity

At Lolly we believe in creating a positive environment where our differences are respected and each of us feels valued for our contribution. Treating people fairly is part of our values and at the core of our culture. As an inclusive employer, all qualified candidates will be considered regardless of race, ethnicity, religion or belief, age, socioeconomic background, gender identity or expression, sexual orientation, pregnancy and maternity and caring responsibilities, marital status, nationality, and disability including invisible disabilities and neurodiversity.

We recognise the different perspectives which arise from a diverse and multi-skilled workforce. We believe this assists us in providing an excellent service to our customers.

We know that a great hire won't necessarily meet every requirement that we've outlined. If you can see yourself elevating the team, we want to hear your story. Few of us would be here had we not taken a chance.

Importantly, for us diversity is also about building and maintaining happy teams, filled with colleagues who want to learn and develop, and want to be inspired by each other and our different experiences.

## Hiring Process

We review applications on an individual basis. If we feel you would be a good fit, we will invite you to join us on a Teams chat for an informal discussion about the role, and for you to see if we are a good fit for you.

We value open and honest conversations, giving you the chance to learn more about the role in a friendly and informal environment. We want to learn more about you and why you feel that this next step is the right opportunity for your career development.

We look forward to receiving your application, and we hope to meet you soon.

<b>Job Type:</b>	Full Time / Permanent
<b>Proposed Hours:</b>	Monday to Friday. 9:00am – 5:30pm
<b>Location:</b>	Unit 3 Freeport Office Village Century Drive Braintree. Essex
<b>Position Type:</b>	Full-Time Office based

