



Service Support Officer

40 hours per week. Permanent contract

Department:	Cadet Digital Services	Level:	S-4
Reporting to:	Service Operations Manager	Location:	Home Based

Job Description

Purpose of the Post

As a Service Support Officer within our Service Operations Team, you will be a key contact for system and technical support, managing and prioritising service requests to ensure timely resolution. You will diagnose issues, provide solutions, and escalate where necessary while identifying trends to drive service improvements.

Beyond support, you will produce data-driven reports for stakeholders, providing insights to aid decision-making. You will also engage with senior stakeholders, attending meetings to understand requirements and proactively propose digital solutions that align with organisational objectives. Your role will contribute to process improvements and digital transformation initiatives, ensuring an efficient and effective service for all users.

Principal Responsibilities

- Manage and triage user queries across all Cadet IS applications, ensuring efficient resolution or escalation to the appropriate support teams.
- Engage with stakeholders to understand their requirements and translate them into practical solutions.
- Monitor and manage the helpdesk ticketing system, ensuring timely resolution of user issues and maintaining service efficiency.
- Identify and report system bugs to support continuous improvement and development efforts.
- Develop clear and effective user guidance to enhance digital system adoption and usability.
- Generate and manage analytical reports using Oracle Analytics to provide insights for decision-making.
- Assist in preparing and collating evidence for system accreditation, compliance, and assurance processes.
- Undertake additional responsibilities as required to support the effectiveness of Cadet Digital Services.

Service Support Officer – 23 April 2025

Holderness House, 51-61 Clifton Street, London EC2A 4DW. [acctuk.org](https://www.acctuk.org)

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Criteria	Essential	Desirable	Methods of assessment
Qualifications and Training	High level of administration and IT skills. Evidence of continuing personal and professional development		Covering letter, interview, certificates
Experience and knowledge	Success in establishing effective working relationship across a range of organisations at all levels Accustomed to working under pressure for a demanding team	An understanding of policy relating to young people Understanding of the Armed Forces or Cadet Forces	Covering letter, interview, certificates
Skills and ability	Excellent written communication skills. Polite telephone manner Ability to work on own initiative Information gathering and analysis skills		Covering letter, interview, certificates

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