

Service Desk Supervisor

I.T. Services, London

About Winston Taylor

Shoulder to shoulder in your breakthrough moments.

Winston Taylor is a transatlantic law firm built for the businesses, people, and markets driving capital and innovation.

Whether you're leading the way, disrupting an industry, entering a new phase of growth, or launching a defining product—we're in the room with you. In the action. Sleeves rolled up.

Embedded in your business and sharing your ambition, we take the work personally. Shaping what we do and how we do it around your goals and needs, always one step ahead of the moment.

With a rich history spanning both sides of the Atlantic, we are present in the major commercial centers that matter to our clients: the U.S., the U.K., Europe, Latin America, and the Middle East. Combining scale with the speed clients demand, our defining capabilities include Major Litigation, Critical Transactions, Strategic IP, and Private Wealth.

Our team of over 1,400 lawyers works hand-in-hand across markets, sectors, practice areas, and client teams. All-in problem solvers, we bring the creativity to think differently, and the pragmatism to get things done when it counts the most.

We're fluent in your world, with deep legal experience, rich sector knowledge, and active networks. Because in your business's most critical moments, you don't just need legal know-how. You need people who are deeply part of your world and ahead of where it's going.

The opportunity for you

Position summary

Following a recent merger and a period of significant growth, we are looking for a Service Desk Supervisor to join the team on a 6-month fixed-term contract. The role will support the Service Desk through a high period of growth while helping to ensure we continue to deliver a first-class I.T. support service to the business.

Working closely with the I.T. Operations Management team, the successful candidate will oversee the day-to-day operation of the IT Service Desk, providing leadership, coaching and motivation to Service Desk Analysts. They will be passionate about service, proactive in identifying and solving problems before they impact users, and act as a key escalation point for support issues and operational challenges. The role will continue to be responsible for monitoring performance against KPIs and SLAs, maintaining strong ticket management and customer service standards, and ensuring joiners, movers and leavers are completed efficiently.

Job title

Service Desk Supervisor

Recruiting manager

I.T. Support Operations Manager

Department

I.T. Services

Working hours

Monday to Friday
(9:30 am–5:30 pm)

Working at least three days a week from our offices.

Location

London

Perm/FTC

6 Month Fixed-Term Contract

Salary

Competitive

Working pattern

We are committed to finding the right person for this role and are open to discussing flexible working patterns.

The opportunity for you

Position responsibilities

Service Desk Operations

- Oversee the daily operation of the I.T. Service Desk.
- Ensure incidents, requests, and escalations are handled within agreed SLAs.
- Monitor ticket queues and workload distribution to maintain service levels.
- Ensure team availability and coverage during core business hours.
- Identify and address bottlenecks, recurring issues, or service risks.
- Act as the primary escalation point for complex or high-priority incidents.

Team Leadership & Management

- Provide day-to-day supervision and leadership for Service Desk Analysts.
- Conduct regular 1-2-1 meetings.
- Support employee development.
- Foster a positive, collaborative and performance-driven team culture
- Drive team engagement and maintain high levels of morale and motivation
- Manage attendance, rota planning, and resource allocation

KPI & Service Performance Management

- Monitor and report on Service Desk KPIs, including:
 - SLA Achievement
 - Ticket Backlog Management
 - Customer Satisfaction scores
 - Ticket response and resolution times
 - Team productivity and utilization
- Produce regular operational performance reports.
- Identify trends and implement service improvement initiatives

The opportunity for you

Position responsibilities

Joiners, Movers & Leavers

- Ensure all new starters requests are completed accurately and within agreed timescales.
- Coordinate system access, hardware provisioning, and onboarding activities.
- Ensure leaver processes are actioned promptly to maintain security and compliance.
- Monitor and improve service delivery around employee lifecycle activities.

Continuous Service Improvement

- Identify opportunities to improve support processes and customer experience.
- Maintain and develop Service Desk procedures and knowledge base content.
- Support ITIL best practice across incident, request, problem and change management processes.
- Drive efficiencies through automation and process optimisation where appropriate.

The opportunity for you

Experience, skills, and qualifications

Essential

- Previous experience supervising an IT Service Desk
- Strong understanding of I.T. Service Management (ITSM) principles
- Experience working with SLA and KPI-driven environments
- Proven ability to lead, coach, and motivate technical support teams.
- Experience managing ticket queues and operational workloads.
- Strong communication skills and stakeholder management skills.
- Experience with joiner, mover and leaver processes.
- Excellent organisational skills.
- Experience using service management tools such as ServiceNow or similar.

Recruitment journey

Stage 1

Interview



Rob Fowler
Head of Talent
Acquisition & Strategy

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Hannah Jackson
Senior Recruitment
Manager

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Daniel Cheasley
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Advisor

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Stage 3

Meet and greet
with some of
the team



Kendell Woods
Senior Recruitment
Advisor

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Meg Vaughan-Irving
Recruitment Senior
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Lottie Williams
Onboarding Senior
Adviser

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Stage 4

Induction

Stage 5

Ongoing
development

We are committed to making all stages of our recruitment process accessible to candidates with disabilities or long-term health conditions.

If you consider yourself to have a disability or long-term health condition, please feel free to be open about this at any point during the recruitment process. This will be dealt with in a confidential manner. If you are not sure what adjustments you require, we will work with you to establish the most suitable adjustments at each stage of the recruitment process.

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