

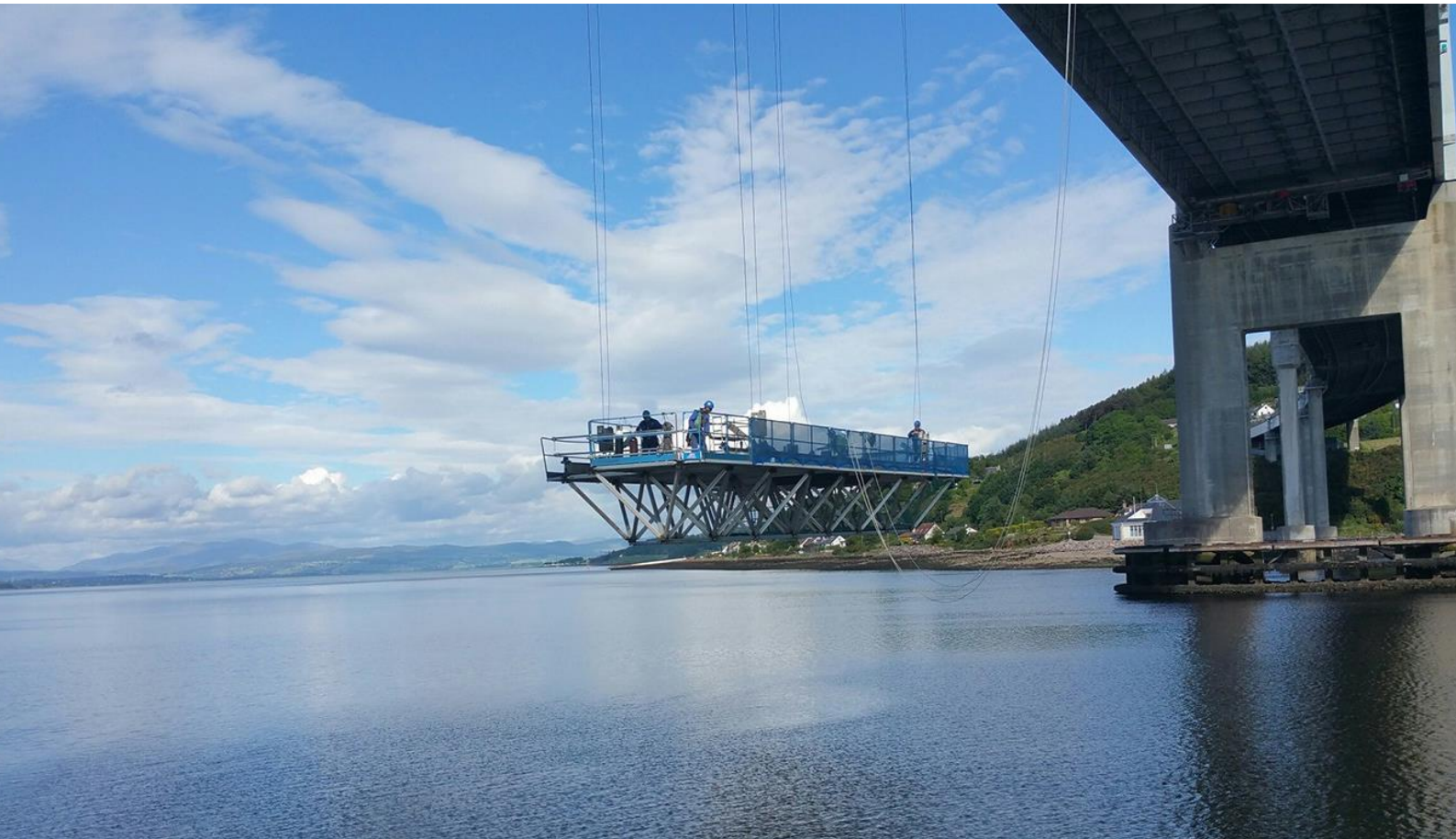


## POSITION PROFILE

IT Service Desk Lead



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Founded in 1866, The Denholm Group is a fifth-generation family business. To ensure the continued strength of the Group, each generation has carefully considered the longer-term view of the future. That is why today, The Denholm Group has purposefully evolved into four divisions: Shipping, Logistics, Seafoods and Industrial Services. Through this structure, The Denholm Group is able to manage its risk by having a number of different businesses influenced by various differing factors. Each division originates from shipping or maritime-related services and has developed and expanded its products and services to meet the ever-evolving market influences and customer requirements. This approach benefits all stakeholders, including shareholders, employees, customers, partners, suppliers, and the local communities in which we work.

## Overview of The Denholm Group's Four Divisions:

### **Denholm Shipping**

The fleet comprises three ships: two 38,000 deadweight tonne bulk carriers, 'MV Mountpark' and 'MV Glenpark', which were delivered in 2016 and 2017 respectively; and a 37,000-deadweight tonne bulk carrier, 'MV Wellpark', which was built in 2014. The fleet, which sails under the British flag, is commercially managed by Denholm Coates, a London-based subsidiary. The ships are technically managed by Anglo-Eastern from their Hong Kong office.

Denholm Coates is our shipbroking and commercial management business. It focuses on the international dry cargo market covering bulk carriers, multi-purpose vessels and heavy lift ships. Denholm Coates also provides a specialist service to move cable for the telecommunications industry

The Denholm Group also holds a 26% shareholding in Anglo-Eastern Univan Group, one of the world's largest ship management companies, technically managing over 650 ships from offices around the world.

### **Denholm Logistics**

Denholm Logistics is a division of the Denholm Group, providing regional, national, and global logistics solutions and port services. Serving customers across the UK and Ireland, we leverage our footprint and global network to provide the quality of service that enables our customers to meet their commitments.

Each business within the Denholm Logistics division has an established track record, with a core expertise that has been honed over decades. Their mantra is to provide a consistent and reliable service to customers as their requirements continue to evolve at an accelerating pace.



## Denholm Seafoods

Fishing at sea can be tough, challenging work. To help skippers manage their existing boats, or upgrade to more modern, efficient boats – or to help them secure their first fishing vessel – Denholm Fishselling supports fishing businesses and their local communities, including investing in boats and quota, together with the skipper and their family. Currently, Denholm has investments in over 20 fishing companies and partnerships. It also helps skippers market their catch and manage the operational requirements and commercial administration of running a fishing business, as well as supplying chandlery provisions needed to run a fishing boat. In essence, by working with Denholm Fishselling, skippers can focus on their true passion - landing a quality catch.

Denholm Seafoods processes pelagic fish caught from sustainable fisheries in the rich waters of the North East Atlantic. Principally mackerel, herring and the delicacy herring roe are processed at its quayside plant in Peterhead, Europe's largest fishing port. The factory is supplied primarily by the boats that are owned by business partners, who own modern pelagic trawlers. Their customers expect high-quality fish products with full traceability, and Denholm Seafoods consistently meet their expectations by working collaboratively with our fishing partners, combined with stringent quality standards and controls.

## Denholm Industrial Services

Adopting the latest in safety and technological innovation, Denholm's industrial service offering includes industrial painting and surface preparation, insulation, scaffolding and specialist access solutions whilst ensuring that all employees and associated third parties work within a safe environment in what are often challenging circumstances.

The division also provides containment and environmental encapsulation to protect civil, industrial, and military structures and assets from the elements. The skills and expertise of its technicians in evaluating the condition of metal and floor surfaces, surface preparation and coating system applications can reduce maintenance periods and improve structural longevity.



# Background to Current Opportunity



Denholm Group is looking to appoint an IT Service Desk Lead. This is a full-time role, to be based in the Liverpool office.

As the business has evolved and grown over the generations, there has been no compromise on a culture of integrity, professionalism, and ambition. With a turnover of c.£400 million and c.1700 employees and diverse divisions, this is a business which offers a fantastic opportunity for an IT Service Desk Lead, responsible for overseeing the daily operations of the IT service desk, managing support staff, ensuring timely resolution of technical issues, and maintaining high levels of customer service.

The IT department supports the entire group and is a pivotal part of the Denholm business. With our IT strategy guiding transformation of the organisation, we are looking to strengthen the team and move from a break-fix function, into a strategic partner adding significant value and supporting service delivery.





## The Role:

### **As IT Service Desk Lead, You will:**

- Provide professional Information Technology and Communications support and advice to all companies in the Denholm Group
- Engage the business to improve their use of Applications, IT and communications
- Provide first line support, answer calls and respond to electronic communication. P
- Take ownership of user incidents, tracking incidents, and following incidents / requests through to completion
- Ensure ITC Service Desk maintains high level of service and cover, during business hours, weekends and Bank Holidays
- Adhere to Service Level Agreements (SLA's) and produce KPIs for the team for reporting to senior management

### **Main Responsibilities:**

- Provide professional support for all Denholm Group businesses in respect of Applications / IT / Unified Communication requirements and issues
- Assist in maintaining documentation and managing a schedule of application software and IT services used by the various Denholm Group of companies, including key support contact details, Service Level Agreement's, licensing information, number of users etc
- Provide and contribute ITC Service Desk statistics such as Key Performance Indicators (KPIs) for reporting purposes, create and maintain a dashboard for the visibility and transparency to the business
- Liaise with other IT functions and teams so that you become and remain familiar with the technical architecture requirements, management controls, and operation of the IT landscape
- Involve the rest of the IT team as early as possible in advising service delivery disruption, backup / restore requirements, monitoring, performance issues
- Develop the Service Level Agreements in collaboration with the businesses and the Head of IT Operations, reporting SLA conformance to IT management
- Ensure the ITC Service Desk maintains availability during business office hours, out of hours and weekend rota is covered and provided for business operations, including bank holidays
- For major IT projects in the Denholm Group, work closely with the Group Project Management Office for transition to support
- Process Denholm Group joiners and leavers, data protection requests, and where possible identify opportunities for automation and efficiencies to reduce costs



## The Individual:

### To be successful as Denholm's IT Service Desk Lead, you will require:

- The successful applicant will bring a blend of technical expertise, leadership skills, and a strong focus on customer service.
- You will thrive in fast-paced environments, have excellent problem-solving abilities, and quickly adapt to new technologies.
- You should be adept at multitasking, managing a team, and prioritising tasks effectively to ensure smooth operations.
- Strong communication skills are essential for translating technical issues into clear language for team members and non-technical stakeholders.
- Experience in customer support, IT service management, and a deep understanding of ITIL or other service management frameworks is valuable, as is the ability to mentor and develop staff, fostering a collaborative and motivated team culture.
- This role also demands a proactive mindset, anticipating issues before they arise and implementing solutions to improve overall service quality.





*This is a fantastic opportunity to join a highly established business, contributing to the organisation's digital transformation and strategy. In return, the successful candidate will receive a competitive salary, information available upon request.*



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- The search and selection process of this assignment is being managed by Rachel Sim
- Selected professionals will then be invited to interview with selected shareholders and stakeholders
- All third-party applications, enquiries and direct approaches to Denholm will be referred to Livingston James

*Denholm Group is an equal opportunities employer and positively encourages applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status or pregnancy and maternity.*