

Candidate Pack

Role: Service Desk Analyst

British Heart Foundation

Table of contents

Welcome letter from Chris Brocklesby 3

About British Heart Foundation 4

Being a responsible charity 5

Our strategy 6

Our People Power 7

Belonging 8

Our values 11

Our benefits 12

Job description 13

How to apply 17

Appointment of Service Desk Analyst

Dear Candidate,

Thank you for your interest in our role of Service Desk Analyst at British Heart Foundation (BHF).

It is my privilege to lead the Technology team for one of the UK's largest charities and the biggest independent funder of research into cardiovascular disease in the UK.

Our vision is a world where everyone has a healthier heart for longer. A world where fewer hearts stop without warning and more of us can live well for longer with the people we love.

We know achieving this won't be easy. But thanks to decades of discovery and scientific advances – we are more confident than ever.

We remain steadfast in our drive to stop heart disease before it starts. To save more lives. And to support patients at every stage of their journey. All it takes is passionate people like you standing alongside us and believing in the power of research to create a better, brighter, healthier world for everyone.

As a Service Desk Analyst you'll provide the first point-of-contact for end users wishing to receive service from the IT Department.

We're looking for an exceptional colleague who exemplifies and champions our values; brave, informed, compassionate and driven. We are more ambitious and determined than ever – because the potential cures and treatments we need are in sight. You could be part of getting us there sooner, so thank you for your interest.

Underpinning our work is the strength of our organisation: our people, systems and culture. We're proud to be working towards being a truly diverse organisation. Our People Power strategic plan is about helping everyone reach their full potential, supporting learning and development, and making sure every person feels valued and included. We pride ourselves on being an inclusive employer who puts diversity at the heart of everything that we do.

So, if you feel you have the skills and experience that we are looking for, and you share our determination to help fund lifesaving research, then we would be delighted to hear from you.

Chris Brocklesby

Chief Technology Officer



About us

British Heart Foundation holds a very special place in our hearts, as it does for millions of people.

For more than six decades, our mission has powered a transformation in what is possible for people with cardiovascular disease (conditions of the heart and blood vessels), backing the best scientists and ideas to drive progress that has saved lives and brought hope around the world. And yet our work has never been more needed.

Cardiovascular disease remains the world's biggest killer. In the UK, a family loses a loved one to it every three minutes, and more than eight million people are living with a heart or circulatory condition at a time when health services are struggling. Too many face long waits for diagnosis and treatment, difficult decisions, and there are widening inequalities in care and outcomes. This is a reality we will never accept.

Research has powered progress that has saved countless lives – the number of people in the UK dying from cardiovascular disease each year has fallen by nearly half since BHF was founded. Treatments that were once science fiction are now part of everyday care.

Today, we are accelerating the next phase of progress. We're backing advances in data science and AI, regenerative medicine and gene therapies that offer a lifeline of hope to millions of people.

Our strategy is shaped by urgency and a bold ambition to grow our ability to make even more impact by backing the best science and ensuring we drive the best treatment and care for all.

Thanks to our incredible supporters, we expanded our research portfolio to nearly £500 million in 2025-26, the highest level since the pandemic, and reached millions of people with trusted health information and support and delivered a record year for fundraising despite significant external pressures.

These pressures, including rising costs and changing shopping and donation habits for our shops, means we must also adapt how we operate to ensure we can continue to generate the vital funds that power lifesaving research.

But with researchers, clinicians, volunteers, people affected by cardiovascular disease, colleagues, partners and supporters by our side, we remain steadfast in our drive to stop heart disease before it starts, save more lives, and support everyone to have a healthier heart for longer.

"CPR and heart surgery saved my life when I was six. Research made that happen."

Jadyn Briggs



Being a responsible charity

Over 2025-26, we continued to make sustainability part of how we work, because protecting the environment also helps protect heart health.

Extreme heat and cold can put extra strain on people living with cardiovascular disease, so we are reducing our environmental impact while acting responsibly as a charity, employer, research funder and retailer.

We're committed to becoming a net zero organisation by 2045 at the latest. By 2030, we aim to cut emissions by 50% compared to our 2022–23 baseline.

Our roadmap to net zero continues to focus on the following priority areas:

Energy-efficient and zero-emission buildings

Electricity consumption reduced by 8% compared with the prior year, partially driven by rationalising our office space and continuing to roll out energy-efficient LED lighting in shops and stores, as well as by raising awareness and encouraging behavioural change on energy use by staff. Gas consumption also reduced by 19%, as we continued to phase out gas boilers across our retail estate.

Zero emissions transport

Our company car fleet is now fully electric or hybrid, and we have continued to explore lower-emission options for our commercial van fleet and wider transport network.

Product sourcing and suppliers

During 2025-26 we began a structured programme of engagement with suppliers to improve the quality of carbon data and understand where practical reductions can be made.

Streamlined Energy and Carbon Reporting (SECR) emissions

Our SECR disclosures show an overall reduction in operational emissions in 2025-26, with total reported emissions reducing 11%.

Waste and the circular economy

We have continued to improve recycling and waste management across our sites, and have adapted 20 of our shops to become our first Zero Waste Stores. These stores optimise every available waste stream to remove all avoidable waste. We will use learnings from these sites to inform wider improvements across our retail estate.

Responsible research funding

We continue to work with the research community to understand and reduce the environmental impact of the research we fund.



Our strategy

Our vision and goals set out the difference we want to make, while our strategic priorities set out how we'll do it. Our full strategy is available here.

Our vision

A world where everyone has a healthier heart for longer

Our goals

What we're trying to achieve

Stop

Stop heart disease before it starts



Save

Save more lives from heart disease



Support

Support everyone with heart disease to live a longer healthier life



Our priorities

How we'll achieve it

Inspire

Inspire support and income to power lifesaving research



Advance

Advance the scale, breadth and impact of cardiovascular research



Transform

Transform the information, care and support available to all people affected by heart conditions



Accelerate

Accelerate impact by unlocking the potential of our people, technology and culture

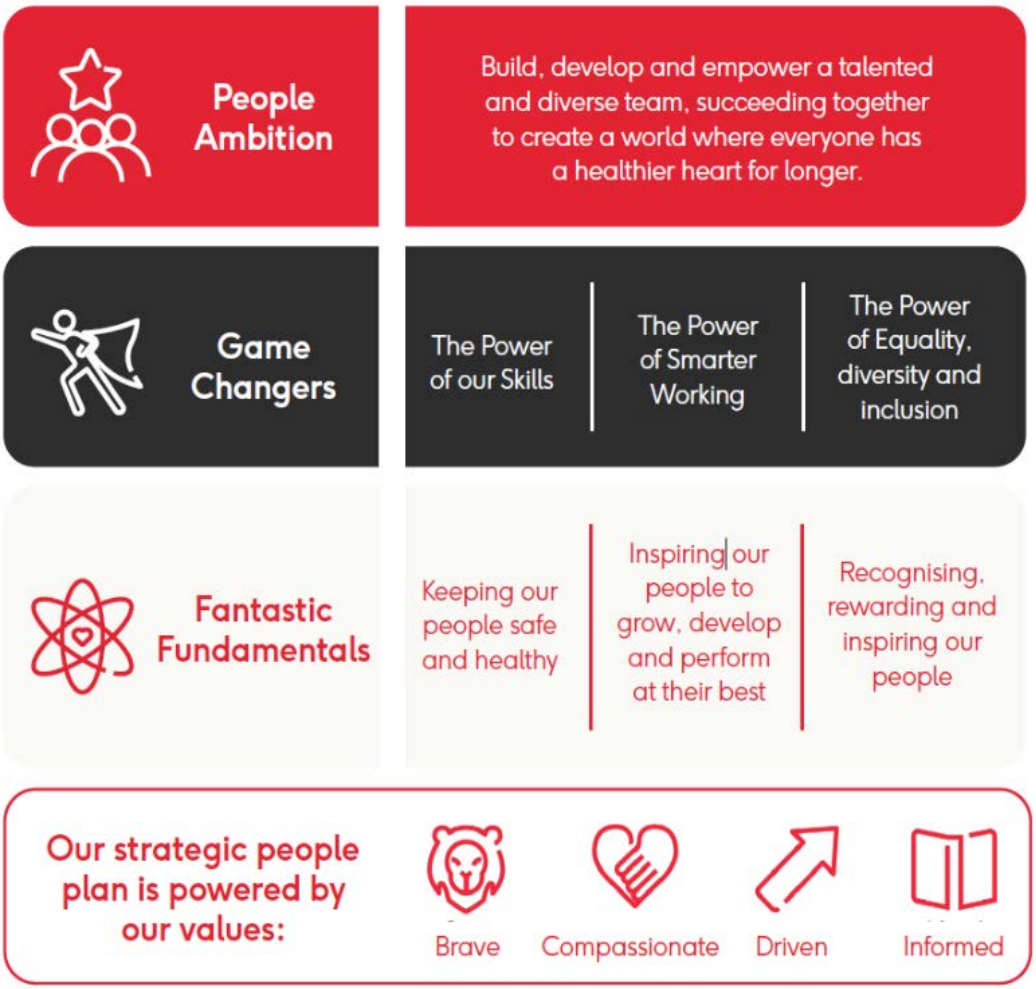


Our People Power

Our colleagues and volunteers are at the heart of everything we do. Our People Power strategic plan is about helping everyone reach their full potential, supporting learning and development, and making sure every person feels valued and included.

We focus on three main priorities:

- **Skills:** We help colleagues and volunteers build new skills and confidence, offering clear pathways for learning and growth. This means people can develop their abilities, move into new roles, and contribute in meaningful ways.
- **Smarter working:** We encourage everyone to use digital tools and self-service systems, making everyday tasks easier and freeing up time for innovation and improvement. This helps people work more efficiently and feel empowered in their roles.
- **Equality, diversity and inclusion (EDI):** We are committed to creating a fair, welcoming environment where everyone can succeed. By removing barriers and supporting inclusive leadership, we aim to close any remaining gaps in experience and opportunity across the organisation by 2030.



Belonging

We know a more diverse research community delivers better science, and that being representative of the communities we serve makes us a more powerful team.

Since launching our first EDI strategy, Igniting Change, in 2022, we have strengthened the policies, practices and culture that help colleagues feel valued and able to succeed. Our three-year evaluation showed minority ethnic staff representation increased from 10% to 14% (meeting our target), and 90% of colleagues say they are treated fairly irrespective of background, up from 85% in 2022.

We have introduced a Workplace Adjustment Policy and Support Needs Working Group, and expanded development for underrepresented groups through programmes including Ignite Aspiring Leaders. We also reported a 0% pay gap for gender and ethnicity, as well as supporting nine active Affinity Groups and published our position on anti-racism.

We're pleased this progress has been recognised externally, with awards from HR Excellence, British HR Awards and In-House Recruitment, and being included in both the Financial Times and Glassdoor lists of best UK employers.

Building on these foundations, we published new ambitions to 2030 to set clearer goals for representation, progression and culture; we know we still have more to do, so over the year ahead we will deepen our focus on belonging, embed inclusive leadership expectations for managers and senior leaders, and strengthen our intelligence, metrics and governance to identify and reduce disparities across the colleague lifecycle, from recruitment and development to performance and progression.



Building an inclusive and supportive environment

We recognise the importance of ensuring BHF offers an environment that allows all our colleagues and volunteers to thrive. Our equality, diversity and inclusion (EDI) commitments, continues to deliver positive improvements.

Whilst working at BHF, we actively encourage our colleagues to feel safe to bring their true selves to work. We strive to create a culture where colleagues are inquisitive about diversity and keen to get involved in all activities which make individuality and inclusivity part of what we do every single day.

Improving diversity in research

We are strengthening the UK's cardiovascular research workforce by supporting a broader and more diverse community of researchers, and making it easier for talented people to build long-term careers in the field.

To address long-term challenges in the UK research system, we have worked with partners including UK Research and Innovation and the National Institute for Health and Care Research to strengthen the pipeline of clinical academics. This includes contributing to a new national framework bringing together available funding routes, and co-signing a statement calling for sustained growth in the number of funded clinical academic roles. This kind of system level work helps create clearer, more stable career pathways for researchers.

Staff engagement

Every year we reinforce our EDI commitment through a colleague engagement survey, to help us understand how we can continue to improve.



Our three-year evaluation showed minority ethnic staff representation increased from 10% to 14% (meeting our target), and 90% of colleagues say they are treated fairly irrespective of background, up from 85% in 2022.

Enhancing our benefits

We aim to empower and support the health and wellbeing of everyone who works at BHF, and so we continually review our staff benefits to ensure they are fair and attractive both to current and potential employees.

We have a holistic and flexible Support Leave provision for everyone. This provides extra paid time off to support colleagues or others close to them during a life event.

Celebrating Pride

Pride is a chance for us to learn and show support for the LGBTQIA+ community. BHF colleagues have taken part in Pride events across the country since 2018, including Pride marches in Edinburgh, Cardiff, Belfast and London.

Wellbeing

We take immense pride in fostering an environment that prioritises the health, safety, and wellbeing of our employees, volunteers, and customers. Our excellence in health, safety and wellbeing is about cultivating a culture where every individual feels valued and safe.

One of our standout initiatives is the Live Well Work Well project group, which plays a pivotal role in enhancing workplace wellbeing. This group organises a myriad of activities and resources aimed at promoting and supporting mental, physical, social and financial health.

At BHF, we believe that a safe and healthy workplace is the foundation of success. As we continue to innovate and grow, our commitment to health, safety, and wellbeing remains unwavering. Join us and be a part of an organisation that not only values your professional contributions but also cares deeply about your overall wellbeing.

A flexibly connected organisation

We know that flexibility helps people do their best work. Our Flexibly Connected approach empowers colleagues to work in ways that support wellbeing, collaboration and impact, while staying connected to each other and our mission. Our approach was awarded the Best Flexible Working Strategy at the HR Excellence Awards.

Join us at BHF and be part of a team that truly cares about your wellbeing. Together, we can work towards a world where everyone has a healthier heart for longer, while supporting each other every step of the way.



Our values

We are proud that the work we do is funding groundbreaking, lifesaving research. Our vision is a world in which everyone has a healthier heart for longer.

That's why our values are key to defining who we are, how we do things and how we can achieve our ambitions so that every pound we raise funds the research that helps keep millions of hearts beating.



Brave

We speak out.
We're decisive.
We're innovative.



Compassionate

We're open and honest.
We respect others.
We care.



Informed

We're clear.
We're open minded.
We work together.



Driven

We're focused.
We're determined.
We keep learning.

Our benefits

We all achieve more together when we're happy and healthy.
As a world class organisation, we offer competitive salaries and an attractive package of benefits, designed to support the health and wellbeing of everyone who works here. Our generous benefits include:



Annual leave

Our annual leave allowance of 30 days plus bank holidays is among the best in the sector.



Health care

We offer employees private healthcare, dental health cover and a contribution towards your gym membership.



Family care

We offer 12-weeks' pay for all family leave including maternity, paternity, adoption and neonatal care leave and are committed to offering returning parents and guardians the opportunity to work flexibly.



Live well. Work well.

Heart health is central to our mission, and that starts with you. We provide a programme of activities, opportunities and guidance to inspire and support you to live a healthy and happy life, at home and at work.



Support leave

We offer holistic support leave of up to 10 days leave to support colleagues in time of uncertainty, where you may need to take additional time away from work to support yourself or others during a life event, such as caring.



Pensions

Our generous pension scheme will support you to save for your retirement. You can contribute a minimum of 3% but can increase this to 8% or more, with employer contribution starting at 5% and increasing to a maximum of 10%.

Job description

British Heart Foundation

Job title	Service Desk Analyst		
Directorate	Technology		
Team	Technology Operations		
Reporting to	Senior Service Desk Analyst		
Agility contract type	Hybrid	**No of direct reports**	0
Location	Dual - London office (NW1 7AW) and home		
Budget responsibility	NA		
Job level	7	**Date**	November 2026

Role summary

To join a highly talented, customer focused and enthusiastic team, providing the first point-of-contact for end users wishing to receive service from the Technology Directorate.

First impressions are important and it is therefore essential that postholders have excellent telephone and in-person customer handling skills to back up technical and fault diagnosis experience. This role will keep the customer informed of progress against their respective issues and ensure an effective follow-up to ensure all service has been delivered and completed to the customer's satisfaction.

Able to resolve almost all issues as they arise and, where possible, avoid escalation to 2nd line teams, the postholder will be quick to learn, enthusiastic and self-motivated. The role will ensure that the central knowledge base always up to date so the wider team can learn from your successes and overall performance is maintained and improved.

With a high percentage of customers being in the Retail directorate, this role will be required to work one weekend every 6-8 weeks to cover service to our shops and stores, one day in lieu and one day overtime will be provided for weekend work completed.

Key responsibilities

British Heart Foundation

- Answer calls that come directly to the IT Service Desk from internal and external customers in a professional and courteous manner.
- Receive questions, issues and requests for assistance from other routes including in-person walk-ins, voicemail, MS Teams, email and the central Service Desk portal
- Log calls ensuring they are fully documented and accurately categorised within the Ticket Management System (Manage Engine)
- Record all incident/service request progress and actions within the Ticket Management System.
- Investigate Incidents and fulfil Service Requests within agreed SLA's and, where appropriate, pass to or escalate to 3rd parties or internal departments within Technology.
- Maintain IT Service Desk knowledgebase within our ticket management system
- Ensure Incidents and Service Requests are updated with complete and full recording of all activity both internally and via 3rd parties, ensuring closing comments are recorded.
- Occasionally or on request from line management support internal events. This may require some travel to other BHF offices.
- Perform routine administration tasks to maintain the effective working of the Service Desk team.
- Ensure open tickets are kept within specified levels.
- During weekdays you will participate in a rota to ensure effective support cover from 8:00am to 6:00pm
- Mandatory (working from home if preferred) for 1 weekend (Saturday and Sunday) every 6-8 weeks
- Completion of additional tasks as requested by line management.

Cloud-native working and support

- Provide secure, effective support for users of cloud-native services and devices across office, retail and remote locations, using approved cloud-based tools. Cloud-native working here means using cloud identity and device management instead of traditional on-premises domain-based management.
- Use Microsoft Entra ID to investigate sign-in and access issues and carry out authorised user and group administration, following identity verification and security procedures.
- Use Microsoft Intune to check device enrolment, compliance and application deployment status, troubleshoot common issues and perform approved device management actions.
- Assist users with Windows Autopilot device setup and provisioning, identifying enrolment or configuration failures and escalating unresolved issues with clear diagnostic information.
- Support Microsoft 365 applications and cloud-based collaboration, using approved remote support tools and checking service availability, connectivity and user access when diagnosing faults.
- Help users adopt cloud-native ways of working through clear guidance, maintain knowledge articles and develop technical skills as services evolve. Follow approved escalation routes for policy, security or platform changes outside Service Desk authority.

Knowledge, training and qualifications

- In-depth knowledge of Windows OS (Windows 10 and Windows 11)
- A good understanding of Microsoft Entra ID
- Extensive knowledge of Microsoft 365 office and cloud apps
- LAN/WAN Networking essentials knowledge
- Administration of Users within Active Directory
- Remote Support Tools
- Internet connectivity fault finding
- Appreciation of ITIL at Foundation level

Desirable
- Knowledge of OSx
- Microsoft Entra administration experience
- Knowledge of IP based telephony systems.
- ITIL Foundation Certified

Experience

- Previous experience working in a Service Desk environment

Desirable
- Support of a Retail POS end user environment
- Support of mobile/home workers
- Experience of using ITSM ticketing systems

Skills and attributes

- Excellent verbal and written communication skills
- Ability to triage and diagnose end user issues efficiently
- Ability to stay calm and focused
- Excellent prioritisation and escalation techniques
- Able to be a team player with an enthusiasm to encourage others
- Good organisational and timekeeping skills
- Excellent attention to detail

Safeguarding
At British Heart Foundation (BHF), we are committed to creating a safe and rewarding environment for all of our people to work and volunteer. This means we have a robust safeguarding policy to ensure everyone is treated properly, and a whistleblowing service so people can raise any concerns they have confidentially.

Data protection
During your employment this role will not encounter any personal data. If you find yourself with access to personal data you are not authorised to have, you must report it to your line manager and the IT Service Desk immediately.

How to apply

To apply for this role please use the apply button via the jobs page on our website. Our process involves submitting your CV and a supporting statement, which should outline your interest and explain how you meet the criteria stated in the person specification. You may also be asked a few application questions, depending on the role you're applying to.

All applications are managed by our Recruitment team. If you wish to speak with a member of the team regarding the role and your application please contact us on careers@bhf.org.uk

Should you need any adjustments to the recruitment process at application stage please contact the Recruitment team on careers@bhf.org.uk



British Heart Foundation

British Heart Foundation is a registered charity in England and Wales (225971), Scotland (SC039426) and the Isle of Man (1295). A company limited by guarantee, Registered in England and Wales (699547) and the Isle of Man (6201F). Registered office: Greater London House, 4th Floor, 180 Hampstead Road, London NW1 7AW.

Registered with FUNDRAISING REGULATOR