

Title: Service Manager - Contracts & External Provision	Department: Chief Executives	Post Ref:
Job Purpose: <p>Responsible for managing the delivery of ICT Services to multiple customer groups promoting the continuous improvement of productivity, service quality and customer satisfaction.</p> <p>Responsible for managing the performance of ICT services provided by external and internal service suppliers as agreed in relevant SLAs and contracts and ensure that the service levels are achieved and customer satisfaction is maintained.</p> <p>Responsible for managing capacity, availability and service assurance of ICT service provided by external and internal service suppliers, taking pro-active steps to ensure service quality, availability and performance is maintained.</p> <p>To manage the operational relationships with customers and with service suppliers (internal and external).</p>		
Key Responsibilities <ol style="list-style-type: none"> 1. Within a budgetary framework, takes management responsibility for complete IT service(s) where the measure of success depends on achieving business goals, performance targets and agreed service levels, as well as on the successful technical implementation or use of information systems. 2. Provides a focus for Service Level Management and customer satisfaction across the relevant customer/service base. Ensure the information reporting systems and review structures for SLAs and customer satisfaction are in place and effectively used. 3. Pro-actively monitor service performance against agreed SLAs to determine trends and diagnose service delivery problems (capacity/availability etc.). Report on these trends and problems and 	Key Accountabilities <p>For each service managed:</p> <ol style="list-style-type: none"> 1. To the Head of Service Delivery Governance & Standards and Senior Management Team for delivering allocated services to agreed SLA's, within budget and to the required standards. 2. To the Head of Service Delivery Governance & Standards for the day to day orchestration of the services allocated including matrix management of staff within Core ICT operational teams. This typically will involve significant numbers of staff (30+ internal and external staff) 3. To the Head of Service Delivery Governance & Standards and Senior ICT Management Team for the day to day management of 	

<p>develop and implement action plans to maintain and continually improve levels of service.</p> <ol style="list-style-type: none"> 4. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of allocated ICT services, in respect of their agreed contribution to business performance and benefits to the business. Monitors performance and takes corrective action where necessary. 5. Preparation for new or changed services, adherence to patching and upgrade regimes and the defined change process to ensure the maintenance of regulatory, legal and professional standards. 6. The management of performance of systems and in-house services in relation to their contribution to business performance. 7. The management of bought-in services including, for example, PSN services, WAN, outsourced services, and the development of continual service improvement plans to ensure the IT Infrastructure adequately supports business needs. 8. Formulates service management policy to ensure ICT services are capable of supporting current and future needs of the Authority and ensure that service quality is continually improved. 9. Planning for, putting in place and owning disaster recovery processes and procedures for each service managed, including testing of such plans. 10. To secure appropriate resources to deliver the services allocated in terms of staff, skills, funds and supportive functions. 11. To build, lead and motivate service delivery teams, both internal and external, taking responsibility for the management of the services allocated to meet the needs of the Authority within agreed standards. 12. To mentor less experienced managers and staff and actively work with the Head of Service Delivery Governance & Standards to develop the skills, experience and capability of these managers/staff. 13. Takes full responsibility for budgeting, estimating, planning and objective setting for the work of the function, within agreed policies. 	<p>the allocated services budgets (typically these combined, will be in excess of £1 million+ in value).</p> <ol style="list-style-type: none"> 4. To the Head of Service Delivery Governance & Standards, Senior ICT Management and customers for accurate and timely monthly reports and updates on Service performance and issues.
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<p>14. Establishes and operates systems to monitor progress, take corrective action and produce reports as required by senior management.</p> <p>15. To support the Head of Service Delivery Governance & Standards by providing management information on all aspects of services allocated to assist in monitoring and controlling the ICT estate.</p> <p>16. Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services and products. Works with product owners and SMEs to ensure service maps, documentation and product roadmaps are regularly reviewed and kept updated.</p> <p>17. Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/financial goals and performance targets. Monitors performance and takes corrective action where necessary.</p> <p>18. Work as part of a virtual team, when required, on the management of Incidents, including Major Incidents</p> <p>19. Membership of any working groups, forums or committees within the post holder's area of work.</p>	
<p>The post holder will perform any duty or task that is appropriate for the role described</p>	

Person Specification

Education and Knowledge

1. Educated to degree level and/or holds a professional Service Delivery (such as ITIL/SIAM/Agile Service Manager) qualification and can demonstrate relevant experience as a Service Manager.
2. Possesses a high level of management skills, with particular emphasis on interpersonal and negotiating skills and the ability to motivate staff.

Personal skills and general competencies

1. Sets an excellent example of customer care for other staff.
2. Effectively sets direction for service delivery teams internally delivered or externally provided via service towers providing motivation for all to deliver high performance.

<ol style="list-style-type: none"> 3. Demonstrates current and thorough understanding of developments in the application of ICT and is able to assimilate and interpret advice from specialists - technical or otherwise. 4. Has in-depth commercial and technical expertise, gained in a variety of technical environments. <p>Specialist Knowledge/Skills</p> <ol style="list-style-type: none"> 5. Shows the ability to delegate effectively to more technical staff, whilst maintaining full management control. 6. Demonstrates the skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions. 7. Knowledge and understanding of managing and monitoring budgets and cost benefit analysis. 8. Proven experience of use of Risk and Change Management techniques to ensure stability and resilience of defined services within agreed limits. 9. Detailed knowledge of IT systems and solutions and their effective implementation with an understanding of NCC's current technology base and emerging technologies. 10. Skilled and experience of key infrastructure technologies such as Servers, Communications, Operating systems and the use of management and reporting tools such as Solar Winds, Azure Monitor, etc. 11. Ability to support the production and maintenance of detailed technical documentation such as service maps and service definition documents. 12. Has proven project and people management skills with knowledge of NCC's policy framework, management structures and reporting procedures. 	<ol style="list-style-type: none"> 3. Anticipates customer needs to provide excellent service continually striving to improve efficiency and effectiveness. 4. Sets challenging targets for performance for teams as well as delivering a high degree of personal effectiveness. 5. Ensures the Council's policies for fairness and respect are delivered including setting high personal standard. 6. Takes an active role in managing risk, health and safety and safeguarding issues. 7. Demonstrates knowledge of IT standards and codes of conduct. Eg PSN.
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<p>13. Experienced user of MS Project, Word, Excel, Visio, e-mail, PowerPoint and the internet / intranet.</p> <p>Other Knowledge/Skills</p> <p>14. Excellent communication and interpersonal skills in meetings, presentations and workshops.</p> <p>15. Time management and team working ability are essential.</p> <p>16. Presentation, written and verbal communication, numeracy skills are essential;</p> <p>17. Influencing and negotiating skills to ensure high-level buy-in, commitment and resources.</p> <p>18. Facilitation skills to promote creative thinking and problem solving by technical and service area specialists.</p>	
<p>Experience</p> <ol style="list-style-type: none"> 1. Five years relevant work experience at management level 2. Proven experience in Service Management, managing complex, and crosscutting services. 3. Demonstrated detailed ITIL and organisational skills, appropriate to the management services delivered in a multi-tenanted & multi-tasked work environment. 	
<p>Role Dimensions</p> <ol style="list-style-type: none"> 1. Service Management typically covers all major internal services and/or joint delivery with other public sector partners. Successful delivery of Operational ICT Services is a critical factor in helping those business services in achieving external KPIs and internal Strategic Plan objectives. 2. The breadth of management covers the full range of ICT provision, including involvement major application selection and procurement, in-house system developments, and major infrastructure refresh/roll-outs. The role is therefore multi-disciplinary in terms of team management responsibilities. 	

3. The post holder will be expected to retain responsibility for the service delivery life cycle of allocated services providing a cradle to grave management for services within the ICT estate.
4. Build relationships with, and co-ordinate between multiple parties, e.g. each Service is delivered through complex interactions of technology, applications systems, information and people, delivered via internal and external partner organisations and external suppliers.
5. Building relationships, ensuring credibility with a wide range of stakeholders, up to, and including Service Director Level, across Directorates in NCC, Partner Organisations, other Local Authorities and external suppliers.
6. Engaging stakeholders and ensuring their understanding of often complex technical solutions.
7. Providing support, advice and guidance to Senior Managers on the full range of ICT Service Management across a complex technical landscape.
8. Advises senior management teams on the selection of ICT systems, services and technologies to meet their business objectives.
9. At this level, a number of services will be managed that typically exceeds £1million+ in value, with the service manager being accountable in total for the ICT budget for these services.
10. Services will vary in size but may typically require matrix teams of 10 – 20 staff, including staff from partner and supplier organisations. Responsibilities include matrix managing and mentoring/coaching for team members, planning of appropriate learning and development, regular supervision and management of agreed work packages.
11. Matrix management includes management of temporary team members, in addition to those staff directly employed within the ICT service, plus the supervision of external contract staff employed to work on delivering the operational service
12. As well as internal customers, operational services may also be delivered to or, in conjunction with other public sector organisations.