**Head of Service**

Head of Service is a member of the Technology senior leadership team reporting to the CTO and is responsible for technology service delivery across the entire C&C landscape.

In this role you will:

• Lead internal and third-party Service Desk and Application Support professionals ensuring that IT services are delivered in accordance with agreed service level agreements and customer expectations

• Drive best practice in areas of ITSM as follows: Incident management, Change management, Problem management, Service-Level management, Continuity management, Configuration management, Release management, Capacity management, Financial management, Availability management, Security management, Help desk management, Knowledge management.

• Coordinate and oversee the resolution of major incidents and problems, and communicate effectively with stakeholders across the business

• Monitor and report on IT service performance, quality and customer satisfaction

• Identify and implement service improvement initiatives and best practices under a process of continuous improvement

• Manage internal and external audit requirements in line with agreed plans

• Work collaboratively with other IT leaders and business partners to align IT service delivery with business objectives and priorities

• Influence budget of c£3m.

Behaviours required:

• **Strategic thinker**

Strong strategic planning and critical and analytical thinking skills and can paint a compelling picture of the vision and strategy that inspires others and prioritises initiatives and efforts to have the greatest strategic impact.

• **Leadership**

Able to motivate and inspire others and builds team capability and can build a collaborative workspace and influence cross- functional teams to achieve positive business outcomes.

• **Financial acumen**

Uses data and metrics to inform business decisions and is able to interpret complexity and explain implications for business decisions.

**Relationship builder**

Builds strong and influential relationships both internally and externally. Demonstrates sophisticated influencing skills to gain support and commitment from others.

To be successful in this role, you will need to demonstrate:

• Proven experience in leading & coaching high performing teams, preferably in a large and complex organisation

• Proven experience in successfully managing external partners

• Being able to contribute at a senior level to the wider life of the department and be a trusted partner to colleagues across the business

• At least 10 years of experience in IT Service Delivery, with at least 5 years in a senior management role • Experience of managing significant budget

• A certification in ITIL or a similar framework

• A proven track record of delivering high-quality IT services and managing complex IT projects • A strong knowledge of IT service management processes, tools and methodologies

• A customer-centric and service-oriented mindset

• Excellent communication, leadership and interpersonal skills

• The ability to work under pressure and handle multiple tasks and deadlines • A degree or equivalent experience in a relevant field