**ROLE PROFILE**

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| **Role Title** | **Head of Service Design & Transition** | **Location** | **Any** |
| **Business Unit** | **Technology** | **Job Family** |  |
| **Reports to Role Title** | **Service Director** | **Sub Family** |  |

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| **PURPOSE** | | | |
| Reporting to the Service Director the Head of Service Design & Transition will be accountable for leading the design, development, and implementation of IT services that align with business objectives. This role focuses on ensuring that new and changed services are effectively transitioned into the live environment, promoting a seamless and efficient service delivery framework. This is a new capability within the Technology function so your primary responsibility will be to design and build a Service Design & Transition framework and integrate it into the existing Delivery framework. Working alongside the Head of Service Management and Head of Operations, you will ensure that Services are delivered in accordance with ITIL Best Practice and with minimum disruption. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| 1. **Service Design Leadership**    * Develop and execute a comprehensive service design strategy that aligns with the business goals and needs.    * Lead the service design process, ensuring services are designed with a focus on usability, performance, and sustainability. 2. **Transition Management**    * Oversee the service transition process, ensuring that new and modified services are successfully integrated into the operational environment.    * Develop and implement transition plans, coordinating activities across teams to minimise disruption and ensure readiness. 3. **Stakeholder Engagement**    * Collaborate with key stakeholders, including business leaders and technical teams, to gather requirements and understand service needs. 4. **Continuous Improvement**    * Establish and promote best practices for service design and transition, leveraging industry frameworks such as ITIL and Agile methodologies.    * Monitor service performance post-transition and identify areas for improvement, ensuring services evolve to meet changing business needs. 5. **Documentation and Standards**    * Ensure comprehensive documentation of service designs, transition plans, and related processes is maintained and accessible.    * Define and enforce standards for service design and transition, ensuring compliance with organizational policies and regulatory requirements. 6. **Team Leadership and Development**    * Build a team of service design and transition professionals, fostering a culture of innovation and continuous learning.    * Provide training and support to enhance the team’s capabilities in service design and transition methodologies. | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| **Internal:**   * IT Support Teams * Senior Management   **External:**   * 3rd Party Service Providers | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **Experience**   * Experienced leader, can demonstrate previous experience of building an ITIL framework from the ground up, growing and developing the team as you go. * Significant experience working in and maturing an ITIL environment. * Strong leadership and interpersonal skills, with the ability to inspire and motivate teams. * Excellent verbal and written communication skills, capable of engaging effectively with diverse stakeholders. * Strong analytical and strategic thinking abilities, with a focus on data-driven decision-making. * Deep commitment to understanding customer needs and delivering high-quality services. * Proficient in project management methodologies and tools, with experience managing complex projects. | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **Essential:**   * Extensive ITIL v4 certification essential, ITIL Managing Professional preferred | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
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| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** | | | |
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| **OPERATING ENVIRONMENT & CONTEXT:**  **TRAVEL & OTHER REQUIREMENTS** | | | |
| **ROLE DIMENSIONS** | | | |
| No of Direct Reports | 1 initially | Financial Impact (Direct) |  |
| Total Team Size | 13 | Financial Impact (Indirect) |  |
| No of Locations |  | Other/ People Manager (yes/ no) |  |

Back Office Use only:

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |