**ROLE PROFILE**

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| **Role Title** | **Head of Service Management** | **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 Management will be accountable for building and maturing ITIL Best Practice within Technology Operations. This is a new capability within the Technology function so your primary responsibility will be to design and build a Service Management framework, encompassing Service Implementation, Operations and Continual Improvement. Working alongside the Head of Service Design & Transition and Head of Operations, you will ensure that Services are delivered in accordance with ITIL Best Practice and minimum disruption. You will also work closely with our strategic partners to ensure a performant end to end service delivery to our Customers. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| **Leadership and Strategy**   * Develop and implement a comprehensive service management strategy aligned with our Business goals. * This is a new team, so there will be a strong emphasis on building a team of service management professionals, fostering a culture of collaboration, accountability, and continuous improvement.   **Service Delivery Management**   * Oversee the end-to-end service delivery process, ensuring services meet agreed-upon service levels and quality standards. * Establish and monitor key performance indicators (KPIs) to assess service performance and customer satisfaction.   **Process Improvement**   * As this is a new function within the team, there is a strong focus on reviewing what processes we have and making decisions on whether we mature what we have or build new. * Drive continuous improvement initiatives across service management processes, including incident management, change management, problem management, and service request management.   **Stakeholder Engagement**   * Collaborate with business leaders and stakeholders to understand their service needs and ensure alignment with IT capabilities. * Identifying key Customers within the business, understanding their needs and building service governance frameworks that demonstrate the performance of our services   **Risk Management**   * Identify and manage risks associated with service delivery, implementing mitigation strategies as necessary. * Ensure compliance with organisational policies, industry regulations, and best practices in service management.   **Technology and Tools**   * Evaluate and implement service management tools and technologies to enhance service delivery capabilities. * Stay current with industry trends and advancements in service management practices and tools. | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| **Internal:**   * IT Support Teams * Senior Management   **External:**   * 3rd Party Service Providers | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **Essential:**   * 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. * Excellent communication and interpersonal skills to effectively collaborate with cross-functional teams and stakeholders at all levels. * Project management abilities, including planning, organisation, and prioritization skills. * Adaptability and a continuous learning mindset to keep pace with evolving industry practices. * Previous experience in a production/manufacturing environment is desirable.   **Desirable:**   * Minimum 10 years of experience in IT service management or related roles, with at least 3 years in a leadership capacity. * Proven track record in managing large-scale IT service delivery and improvement initiatives. | | | |
| **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** |  |