**ROLE PROFILE**

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| **Role Title** | **Service Manager** | **Location** | **Any** |
| **Business Unit** | **Technology** | **Job Family** |  |
| **Reports to Role Title** | **Head of Service Management** | **Sub Family** |  |

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| **PURPOSE** | | | |
| Reporting to the Head of Service Management, the Service Manager will be responsible for overseeing the delivery of IT services to ensure they meet organisational needs and customer expectations. This role focuses on managing service operations, enhancing service quality, and facilitating effective communication between IT and business stakeholders. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| **Service Delivery Management**   * + Working with the Operations team ensuring services are delivered in accordance with service level agreements (SLAs).   + Monitor service performance metrics and KPIs, addressing any issues that may impact service quality.   **Incident and Problem Management**   * + Oversee the incident management process, ensuring timely resolution of issues and minimizing service disruptions.   + Lead problem management initiatives to identify root causes and implement preventative measures.   **Change Management**   * + Coordinate and facilitate change management processes to ensure smooth implementation of changes with minimal impact on service delivery.   + Assess and communicate risks associated with changes to stakeholders.   **Customer Engagement**   * + Gather feedback from users to identify areas for improvement and enhance overall service satisfaction.   **Continuous Improvement**   * + Drive initiatives to improve service processes, workflows, and overall service quality.   + Collaborate with cross-functional teams to implement best practices and enhance service management capabilities.   **Documentation and Reporting**   * + Maintain comprehensive documentation of service management processes, procedures, and service catalogue   + Prepare regular reports on service performance, incidents, and improvement initiatives for management review.  1. **Training and Development**    * Provide training and support to team members and end-users on service management processes and tools.    * Foster a culture of learning and development within the service management team.   **Qualifications**   * **Education:** Bachelor’s degree in Information Technology, Computer Science, Business Administration, or a related field. * **Experience:**   + Minimum 5 years of experience in IT service management or a related role, with a focus on service delivery.   + Demonstrated experience managing service operations and working with ITIL frameworks. * **Certifications:** ITIL certification or equivalent is highly desirable.   **Skills and Competencies**   * **Communication:** Excellent verbal and written communication skills, with the ability to effectively interact with technical and non-technical stakeholders. * **Problem-Solving:** Strong analytical and problem-solving abilities, with a proactive approach to service challenges. * **Customer-Centric:** Commitment to delivering exceptional customer service and building strong relationships with users. * **Organizational Skills:** Ability to manage multiple priorities and projects effectively in a fast-paced environment. * **Technical Proficiency:** Familiarity with IT service management tools and platforms. | | | |
| **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 | 0 | 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** |  |