

Post Title:	Senior Service Designer
Grade:	7

Job Description

2.1. Purpose

Based in the Service Management and Security Operations function, the role will be responsible for the delivery of quality solutions to the customer that incorporate Service requirements as part of their design through definition of requirements into the 'Service Design Pack' to be delivered by the project teams; governed under service transition responsibilities. You will be responsible for defining, documenting and updating service design standards and models for new and existing services, ensuring that services are cost effective, quality assured and backed by robustly scoped service agreements that accurately reflect the required scope of services.

2.2. Main Duties and Responsibilities

1. Supporting the Service Design Manager, provide input into the Service Strategy and Design Board in relation to future definition of services and mitigation of current legacy estate issues.
2. Lead the production of service designs that reuse existing solutions/capabilities before creating new bespoke offerings. Identify and propose opportunities to improve services, processes and controls.
3. Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels.
4. Ensures that projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels. Takes responsibility for controlling updating and distributing organisational standards.

5. Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes. Coordinates the planning, designing, and testing of maintenance procedures and contingency plans.
6. Develops implementation plans for complex requests for change. Seeks authority for those activities, reviews the effectiveness of change implementation, and suggests improvement to organisational procedures governing change management.
7. Lead the production of service designs that reuse existing solutions/capabilities before creating new bespoke offerings. Identify and propose opportunities to improve services, processes and controls.
8. Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities.
9. Pro-actively reviews information in conjunction with service level agreements to identify any capacity issues and specifies any required changes. Works with business users to agree and implement short and medium term modifications to demand.
10. Lead selection, design of controls and management strategies to maintain the security, confidentiality, integrity, availability, accountability and relevant compliance of information systems with legislation, regulation and relevant standards.
11. For new or updated requirements assess the impact and risk these may have on current services, service costs, capabilities, teams, skills, service levels, business processes, suppliers and contracts. Develops implementation plans for complex requests for change.
12. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, capacity, performance, security and compliance of the business services impacted).
13. Act as a point of escalation for project or operational teams with regards to service design issues. Be a subject matter expert and advocate for best practice in Service Design management, interacting with key stakeholders across the business.

AND such other duties as are within the scope of the spirit of the job purpose, the title of the post and its grading.

2.3. Supervision Received

Service Design Manager.

2.4. Supervision Given

None.

2.5. Contacts

- IT Services staff, including Executive Team.
- University Group Leadership Team.
- Staff and students in other Schools/ Support Areas of the University Group.
- External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • A degree relevant to IT or full membership of an ITSM professional body or experience in lieu of the above which demonstrates a professional approach to IT development. • Has a level 3 Service Management Framework qualification and knowledge of lifecycle or capability elements of ITIL. • ITIL Intermediate Lifecycle Module in Service Design. 	<ul style="list-style-type: none"> • A relevant higher degree. • ITIL Managing Across the Lifecycle Qualification (Expert). • Any other ITIL Intermediate Qualification.
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • In-depth knowledge and experience within a relevant service design & transition discipline or framework. • Significant experience of developing service architecture and designs. • Broad experience of service management tools. • Experience of instigating and delivering improvement. • Significant experience of working across multiple teams. • Experience of being highly accountable for the quality and performance of service. • Experience in preparing proposals and plans to meet forecasted changes in the level or type of service change. • Experience in developing Service Integration and Management (SIAM) capabilities. • An understanding of basic service design and architecture principles. • Experience of risk management. • Experience of working within an ITIL Framework. 	<ul style="list-style-type: none"> • Similar experience in a higher education environment.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Good collaboration skills. • Excellent customer skills. 	

	<ul style="list-style-type: none"> • Ability to foster and promote a collaborative environment and culture. • Good verbal communication skills. • Ability to convey objectives and benefits of Knowledge Management and influence others. 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Organized, self-motivated, and detail-oriented, with the ability to work autonomously and be a self-starter in a demanding environment. • Ability to present complex information in an understandable and compelling manor. • Excellent planning skills with ability to work to defined schedules. • Strong sense of ownership and ability to follow tasks through to completion. • Ability to respond positively and calmly to shifting priorities, demands and timelines. • Effective internal and external stakeholder management and communication skills. 	<ul style="list-style-type: none"> • Public cloud infrastructure. • Microsoft Azure. • Amazon Web Services.
<i>Other Requirements</i>	<ul style="list-style-type: none"> • A professional and self-motivating approach to tasks. • Ability to represent IT Services in formal and informal settings. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Willing to travel abroad occasionally and work with distributed teams. 	