

Post Title:	Service Assurance & Quality Manager
Grade:	8

Job Description

2.1. Purpose

The Service Assurance & Quality Manager is expected to provide the principal source of expertise for IT Services' Management. They will be strong in the full spectrum of Service Management life cycle and interfacing Manage IT processes; and particularly in facilitating governance, auditing, risk management, performance tuning, solution deployment and administration. They will lead across the full spectrum of Service Management development and lifecycle activities in support teaching & learning, research and University administration and management.

2.2. Main Duties and Responsibilities

1. In support of the Head of Service Delivery, the role is responsible for ensuring effective governance within the sphere of Service Management, recognising that such decisions may have a significant medium to long term effect upon the University as a whole.
2. In collaboration with the Head of Service Delivery and Enterprise Service Architect, define & implement the strategy for IT Service Management and provide clear leadership to the Service Management Team.
3. Leads, develops and is accountable for an organisational approach and commitment to quality assurance. Plans, monitors and reports on organisational quality assurance activities including levels of compliance.
4. Initiates improvements to processes by changing approaches and working practices, typically using recognised models. Achieves and maintains compliance against national and international standards, as appropriate.
5. To maintain an understanding of the relationships of the required specialism to the business as a whole; ensures new solutions being delivered fully understand the needs of the end user of the operational product.

6. Definition and agreement of service level agreements in relation to contracted services, ensuring SLAs are achieved; service quality and client expectation are met or exceeded.
7. Championing delivery quality and ITIL process within the team, driving internal change initiatives via Continual Service Improvement methodologies.
8. Accountable for effective change management within ITS by steering all department heads, team leaders through the leadership of service transition function to ensure new services are transitioned smoothly or retired in a manner that positively impact our customer satisfaction and ensure cost effectiveness.
9. Ensuring the appropriate level of focus is applied to all quality processes across the service and the process owners are 'audit ready'.
10. Provide leadership for the training, advice and communication team to ensure our customers and users are fully aware and able to use all of IT services being offered appropriately.
11. Maintains a thorough familiarity with all applicable tools, methods, procedures and equipment within the area of responsibility. Ensures that general competencies and specialism are kept up-to-date in line with industry developments.
12. Prepares documentation and reports as required, especially to Senior Management Team; where necessary gives presentations using appropriate tools and techniques.

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

Head of Service Delivery

2.4. Supervision Given

Service Assurance Analyst
Change & Release Manager
Software Asset & Configuration Manager
Stock Support Analyst

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 qualification relevant to IS/IT or full membership of an IS/IT professional body or substantial experience in lieu of the above which demonstrates a professional approach to IS/IT development. • Has a Level 3 Service Management framework qualification and knowledge of lifecycle or capability elements of ITIL. 	<ul style="list-style-type: none"> • ITIL Managing Across the Lifecycle Qualification (Expert).
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Expert understanding and application of ITIL service Disciplines. • Excellent leadership and people management skills. • Experience in Audit and Risk Management. • Proven experience <ul style="list-style-type: none"> ○ in service delivery ○ in transition management ○ Service Desk • Sound Knowledge of Project Lifecycle and Change Management. • Ability to negotiate and influence others and resolve issues and conflicts. 	<ul style="list-style-type: none"> • Prince 2 accreditation. • Agile certification. • Knowledge of Agile and Lean practices.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Good interpersonal skills. • Excellent organisational skills. • Able to work under pressure and meet deadlines. • Able to manage sensitive and sometimes confidential information. • Self-motivation and able to take responsibility. • Able to manage and priorities and tasks and time efficiently. • Able to demonstrate initiative and a proactive approach to daily tasks. 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • Excellent leadership and people management skills. 	<ul style="list-style-type: none"> • Public cloud infrastructure.

	<ul style="list-style-type: none"> • Excellent written and verbal communication skills. • Excellent customer facing/ customer service skills. • Willingness to support and mentor junior staff. • Excellent stakeholder management • Excellent written and verbal communication skills. 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • Able to work flexibly to meet the needs of 24/7 service support; including out of hours support of Major and High Incident Management. • A flexible approach to location, including a willingness to travel, locally, nationally or overseas, as required. • Health & Safety Awareness. 	