

<b>Post Title:</b>	Service Design Manager
<b>Grade:</b>	8

## **Job Description**

### **2.1. Purpose**

Based in the Service Management and Security Operations function, the role will be accountable 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 delivered by the project teams; governed under service transition responsibilities. You will be accountable 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 Enterprise Service Architect, contributes into the Service Strategy and Design Board in relation to future definition of services and mitigation of current legacy estate issues.
2. 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.
3. Recommends the application of appropriate quality management techniques and standards. Influences projects, teams and functions have appropriate practices in place and are meeting required organisational quality levels.
4. Implements and contributes to the development of a continuity management plan. Coordinates the assessment of risks to the availability, integrity and confidentiality of systems that support critical business processes.

5. Analyses risks to the integrity of service environment inherent in proposed implementations (including availability, performance, security and compliance of the business services impacted).
6. Leads the production of service designs that reuse existing solutions/capabilities before creating new bespoke offerings. Perform the role of Design Authority ensuring services in development and delivery conform to approved designs and standards.
7. Promotes advice, assistance and leadership associated with the planning, design and improvement of service and component availability.
8. Ensures advice, guidance, and support is available to help people to adopt and embed best-practice approaches to information and knowledge management into all areas of their work.
9. Promotes collaborative technologies, processes and behaviours to facilitate sharing of ideas and work-knowledge among internal teams and external partners.
10. Leads the assessment, analysis, planning and design of release packages, including assessment of risk. Liaises with business and IT partners on release scheduling and communication of progress.
11. Oversees technical design and project managers or Project Management Office, to ensure correct products are produced, in a timely fashion. Evaluates the quality of project outputs against agreed service acceptance criteria.
12. Lead the definition and maintenance of standards and procedures for service component capacity management. Ensures the correct implementation of standards and procedures.
13. Accountable for the establishment and maintenance of service design methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.
14. 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.

15. Evaluates risks to the integrity of service environment inherent in proposed implementations (including availability, capacity, performance, security and compliance of the business services impacted).

**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**

Enterprise Service Architect

## **2.4. Supervision Given**

Senior Service Designer

## **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
<b><i>Education &amp; Qualifications</i></b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Educated to degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above.</li> <li><input type="checkbox"/> Has a level 3 service management framework qualification and knowledge of lifecycle or capability elements of ITIL.</li> <li><input type="checkbox"/> ITIL Intermediate Lifecycle Module in Service Design</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Postgraduate or professional qualification in a relevant discipline.</li> <li><input type="checkbox"/> ITIL Managing Across the Lifecycle Qualification (Expert)</li> <li><input type="checkbox"/> Any other ITIL Intermediate Qualification</li> </ul>
<b><i>Knowledge &amp; Experience</i></b>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Substantial experience of Service design &amp; transition discipline or framework in a large, complex organisation. Describe experience relevant to job.</li> <li><input type="checkbox"/> Significant experience of developing service architecture and designs.</li> <li><input type="checkbox"/> Broad experience of service management tools.</li> <li><input type="checkbox"/> Experience of instigating and delivering improvement.</li> <li><input type="checkbox"/> Significant experience of working across multiple teams.</li> <li><input type="checkbox"/> Experience of being highly accountable for the quality and performance of service.</li> <li><input type="checkbox"/> Experience in preparing proposals and plans to meet forecasted changes in the level or type of service change.</li> <li><input type="checkbox"/> Experience in developing Service Integration and Management (SIAM) capabilities.</li> <li><input type="checkbox"/> An understanding of basic service design and architecture principles.</li> <li><input type="checkbox"/> Experience of risk management.</li> <li><input type="checkbox"/> Experience of working within an ITIL Framework.</li> </ul>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Similar experience in a higher education environment.</li> </ul>

<p><b>Interpersonal Skills</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Good collaboration skills.</li> <li><input type="checkbox"/> Excellent customer facing skills.</li> <li><input type="checkbox"/> Ability to foster and promote a collaborative environment and culture.</li> <li><input type="checkbox"/> Good oral communication skills.</li> <li><input type="checkbox"/> Ability to convey objectives and benefits of Knowledge Management and influence others.</li> </ul>	
<p><b>Job-related Skills, Abilities &amp; Competencies</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> Excellent analytical, strategic conceptual thinking, strategic planning and execution skills.</li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Exceptional leadership skills with the ability to develop and communicate the Service Management vision, and inspire, motivate and develop staff.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Takes accountability and has strong sense of ownership.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Results orientated and a commitment to a high-quality customer service</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• A blend of business, IT, financial and communication skills.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Understanding business organisation, politics and culture.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Ability to build and maintain broad network of business relationships.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Knowledge of customer behaviours, needs and expectations.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services.</li> </ul> </li> <li><input type="checkbox"/> <ul style="list-style-type: none"> <li>• Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.</li> </ul> </li> </ul>	
<p><b>Other Requirements</b></p>	<ul style="list-style-type: none"> <li><input type="checkbox"/> A flexible approach to working hours and location, including a willingness to travel, locally, nationally or overseas, as required.</li> </ul>	

	<ul style="list-style-type: none"><li data-bbox="477 201 1000 306">□ An appreciation of other cultures; the global reach of the University and its international agenda.</li><li data-bbox="477 317 984 457">□ Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.</li></ul>	
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