

Post Title:	Service Transition Process Manager
Grade:	7

Job Description

2.1. Purpose

The Service Transition Process Manager will be responsible for defining, implementing and managing the global process for transitioning new services and changes to existing services into steady state Operations. This role ensures that the existing services, as well as new services are introduced and supported, with stakeholder expectations by (but not limited to):

2.2. Main Duties and Responsibilities

1. To manage changes in a controlled manner from design to operations.
2. Define and implement the Service Introduction and Service Operational Acceptance processes and mechanisms that will be globally applied to all new service introductions and adjustments to existing services.
3. Ensure that the operational service design and support model is defined and in place to accept the changes to the services being proposed. This includes: ensuring supporting processes, organisation and operating mechanisms are in place to ensure a successful service transition.
4. Serve as the liaison between the Local Delivery, other ITS departments and Business departments to ensure a successful service transition is undertaken for all new and modified services.
5. Define and globally apply an Operational Acceptance methodology that will ensure new services have consistent operating mechanisms as they are introduced into Operations.
6. Manage and support the development of all internal systems, which aid the function of the change, release & configuration management processes and the overarching Design and Transition of new or changed services process.

7. To document comprehensive impact and risk assessments from internal resources/ requestors, customers and their suppliers that facilitate informed approval or rejection of changes.
8. Work with the Change & Release Manager on future releases of software into the live production systems environment in line with agreed plans, timescales and co-ordinate all associated staff schedules for Service Portfolio projects.
9. Work with Service Owners Project Manager(s) to plan the implementation activities for new services, taking into account development, and testing and release timescales.
10. Assessing and scoping the Service Readiness work with the relevant stakeholders including vendors.
11. Ensure all support functions are aware, prepared and capable of supporting any new services deployed.
12. Work with the Service Asset & Configuration Manager to ensure that all configuration management information have been updated (once in operation) in a timely fashion and in line with required business cycle.
14. Working closely with PMO (Project Management Office and ESA (Enterprise Service Architects) colleagues to ensure the echo system is accurate and up to date prior to any new releases / changes.
15. Communicates effectively, both verbally and in writing, with subordinates, colleagues, clients and customers at all levels of seniority. Prepares documentation and reports as required; where necessary gives presentations using appropriate tools and techniques.

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

2.3. Supervision Received

Enterprise Service Architect

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 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 - (Information Technology Infrastructure Library Module in Service Transition). 	<ul style="list-style-type: none"> • ITIL-(Information Technology Infrastructure Library Certificate in Service Transition or Release Control and Validation). • ITIL - (Information Technology Infrastructure Library) Managing Across the Lifecycle Qualification (Expert).
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Good understanding and application of ITIL - (Information Technology Infrastructure Library) service Disciplines. • Experience of leading multiple transition efforts through the full project lifecycle through to completion. • Experience of engaging with project teams, taking the lead in driving service transition and then migrating the service across into a steady state. • Experience setting up a service design and transition governance framework. • Proven ability to engage with service owners, project managers etc to establish service scope. 	<ul style="list-style-type: none"> • Experience of leading multiple transition efforts through the full project lifecycle to completion, within a global organisation. • Previous experience in implementing CMDB (Configuration Management Database).
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Good interpersonal skills. • Ability to negotiate and influence others and resolve issues and conflicts. 	

	<ul style="list-style-type: none"> • Excellent organisational skills. • Able to work under pressure and meet deadlines. • Self-motivation and able to take responsibility. • Able to manage and priorities and tasks and time efficiently. • Team collaboration. • 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 customer service skills. • Excellent Stakeholder management. • Knowledge of Project Lifecycle and Change Management. • Proven ability to shape and change processes. • Excellent written and verbal skills. 	<ul style="list-style-type: none"> • Prince 2 accredited. • Knowledge of Agile and Lean practices. • Agile accreditation. • Experience in working within a continuous delivery environment. • Excellent leadership and people management skills.
<i>Other Requirements</i>	<ul style="list-style-type: none"> • Ability to travel and work overseas for short periods of time if required. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives. • Willingness to undertake full ITL certification 	