

# Job Description

<b>Job title</b>	Head of IT Service Management
<b>Profession</b>	Digital, Technology & Data Analytics
<b>Band</b>	C
<b>Directorate</b>	CIO (Information Technology)
<b>Accountable to</b>	IT and Business Improvement Director

## Job Purpose:

The primary purpose of the role is to ensure SNG provides high quality and reliable IT services to its colleagues. This role is responsible for driving delivery of SNG's IT service strategy and leading the IT service management function within CIO, enabling organisational resilience from a technology perspective and making SNG a great place to work for its colleagues.

The role will work closely with all CIO departments and key business stakeholders to ensure joined up and effective end to end IT services are in place which maximise employee productivity and keep risks within agreed levels of appetite.

**Financial responsibility:** circa £4 million per annum

**People responsibility:** 25 direct and indirect reports

## Autonomy:

Within the broad direction set by the IT and Business Improvement Director, this role will have the autonomy to decide how the team operates, resources are deployed and how work gets done, within the parameters of SNG's overarching values, policies, and controls.

## Key Accountabilities:

- Act as service owner for all services within your remit, with full accountability for service quality and maturity development. Work with the service design and transition team to ensure service changes result in sustainable, financially viable and supportable services delivering a great colleague and customer experience.
- Be a key member of the CIO Leadership team (LT), supporting the realisation of the CIO vision and strategic direction including contributing to the implementation of the CIO strategy and associated initiatives that support the achievement of the organisation's corporate plan objectives.
- Work alongside CIO Directors and the business to drive core capability maturity of the CIO function.
- Provide leadership to the wider organisation by proactively participating as a collegiate, visible, and effective member of the CIO leadership team.
- Deputise for the IT and Business Improvement Director as needed, representing CIO at key internal and external meetings.
- Deputise for other LT members where required.

## Service Management

- Accountable for end-to-end IT service performance and colleague experience.
- Drive and sponsor operational simplification, continuous service improvement and cost effectiveness initiatives.
- Evolve and define governance for IT service management practices.
- Propose and manage the IT service management budget to ensure that IT department financial targets are met and reforecasts remain accurate.
- Drive development of CIO's IT service portfolio and catalogue, ensuring it is maintained to reflect the ongoing evolution of the services provided.
- Ensure effective handover of new IT services from projects into business as usual (BAU) service.
- Own and regularly review key service metrics and service level agreements (SLAs), meeting with key stakeholders on a regular basis, conducting surveys to gauge feedback and implementing service improvement plans across CIO teams as needed.
- Oversee the IT device provisioning service, ensuring the devices provided match the evolving business need based on personas and job roles as needed.

## Service Assurance

- Lead and oversee the maturity of ITIL practices, including incident management, service requests, configuration and capacity management, asset management, change and problem management, IT service knowledge management and service acceptance.
- Act as a major incident manager (when required), in accordance with the major incident management process.
- Oversee IT service management procurement activities, ensuring orders, goods receipts and invoices are processed on time and in line with organisational processes.
- Regularly review resource levels in the team based on known future demand requirements, putting affordable plans in place to address them.
- Responsible for delivering efficient and effective value-for-money services, ensuring that processes are clearly defined and automated where possible.
- Contribute to improving support responsiveness and improvement by acting as an escalation point for urgent and VIP requests and incidents when appropriate and dealing with all formal complaints relating to IT service management.
- Liaise with 3rd line support teams to ensure operational failures are rapidly and accurately resolved.
- Liaise with Heads of Service to ensure that SNG is always compliant in terms of software licensing, IT security and data protection.
- Support security and disaster recovery testing, as well as auditing and risk assessments, as required.

## Leadership

- Manage the IT Service Management team with a focus on articulating a clear vision, providing direction, and fostering a culture of accountability, high performance, and continuous improvement.

- Allocate resources efficiently and effectively within the team, managing workload and priorities. Ensure oversight of relevant systems, processes, policies, and resources to ensure that the IT Service Management team provides professional, reliable, and responsive services to the business.
- Implement SNG's Corporate Plan and objectives within it.
- Promote equality, diversity, and inclusion efforts to ensure an inclusive and supportive work environment in line with SNG's policies and procedures.
- Encourage and support employee wellbeing, engagement, development and mentorship and my performance objectives.
- Take ownership of people related matters and work with the relevant support teams.
- Accountable for ensuring high levels of morale, motivation and staff satisfaction across all members of the IT service management team.

### General

- Role model SNG's values and leadership behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Proactively promote the Everyone Safe and Well vision and principles, guiding by example to create a positive environment where health, safety and wellbeing are integral values for all colleagues.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

### **Knowledge and Skills:**

#### Essential

- Professional Qualification in IT Service Management, for example, ITIL v3 Expert and/or ITIL v4 Managing Professional/Strategic Leader, IT Service Desk Management (SDI).
- Demonstrable experience of IT Service Strategy design and implementation.
- Demonstrable experience leading IT Service Desks with multi-tiered teams.
- Demonstrable experience of leading ITIL adoption and maturity across IT Service Management and wider IT teams.
- Experience of driving a customer-service focused team culture.

#### Desirable

- Experience of working in the housing sector.
- Experience of supporting Microsoft and Housing Sector applications.
- Experience of 3rd Party IT Supplier Management.
- Effective and efficient communicator with customers, colleagues and 3rd parties including appropriate and flexible use of communication tools.
- Solution focused with a desire to deliver a resolution as fast as possible.
- Efficient troubleshooting skills and demonstrable issue solving techniques.

*This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.*

<b>Version</b>	<b>Job code</b>	<b>Author</b>	<b>Date created/modified</b>	<b>Effective date</b>
1.0	4249	Steven Barber	06/2024 and 08/2024	
2.0	4249	Kitty Bourlet	09/2024	
3.0	4249	Steven Barber	04/2026	04/2026