

<b>Job title</b>	<b>Senior Service Manager</b>		
<b>Job family</b>	<b>Technical Systems &amp; Delivery</b>	<b>Proposed band</b>	<b>D</b>

**Job purpose**

The Senior Service Manager is responsible for identifying future improvements / enhancements to process and systems through the gathering and analysis of existing information. The role holder monitors the integration of changes through the establishment of control mechanisms.

**Key responsibilities and accountabilities**

The accountabilities and responsibilities for this job are:

- Communicates written and verbal complex information and ideas to multidisciplinary stakeholders and is able to explain technical concepts to non-technical colleagues
- Responsible for developing the function and formulating local policy on the nature and type of specialist support services required. Provides advice to decision makers on the development and marketing of the operations or products
- May support ad-hoc teams, familiarising other team members with a specialist project
- Engaging stakeholders on project and utilising persuasive skills for selling/promotion of ideas and services; negotiating to achieve win-win outcomes
- Solves complex problems using rigorous analysis and drawing information from a breadth sources
- Has a subject matter specialist knowledge (their principles, practices and policies)
- Builds and cultivates relationships with peers throughout the Technology division and service provider community
- Evaluates factors and risks that impact on services, operational processes, resources and strategic direction to enable most appropriate route of change

**Knowledge, skills, training and experience**

**Essential**

- Service Delivery / Management experience in a complex / large scale internal and external environment
- Strong and influential relationship management skills with stakeholders, colleagues and users in pursuit of delivering high quality services whilst maintaining service targets
- Applied use of ITIL Framework to deliver process improvement with V3 Foundation as a minimum
- Strong analytical skills, and able to make sense of complex and logical problems quickly
- Effective problem solver with ability to examine and re-engineer processes, procedures and practices
- Ability to work under pressure and demonstrate resilience to ensure the correct

solution is selected with a full understanding of the costs, timescales and risk involved

- Proven ability to manage relationships, influencing and negotiating outcomes and adopting a flexible approach where necessary
- High level of IT competence with aptitude for learning new technologies and processes with a focus on Service Desk and ITIL technologies and processes
- Ability to analyse a range of information sources and to resolve potentially conflicting information and viewpoints to achieve an agreed outcome
- Commercially astute – experienced in understanding contractual obligations and working to deliver high quality on this basis
- Good verbal and written communication capabilities for conveying information to Team and Senior Managers
- Understands the provision of data analytics and its potential uses in end user experience and automation
- Ability to prioritise and plan, balancing priorities and deadlines
- Strong ownership skills to deliver process ownership, obtaining agreement of and effectively communicating policies across the functional area
- Communicates written and verbal complex information and ideas to multidisciplinary stakeholders and is able to explain technical concepts to non-technical colleagues.

ITIL Managing Across the Lifecycle  
 ITIL Service Transition Lifecycle  
 ITIL Capability – Release Control and Validation  
 ITIL Continual Service Improvement Lifecycle  
 BMC IT Service Management

**Job impact**

**Decision making**

- *Reports to the Principal Service Manager*
- *Makes decisions for the immediate team and ensures these are integrated with the wider team objectives*
- *Work is derived from the business workflow, business requirements and processes identified by the Principals, their teams and managers*
- *The role has decision making within the specialised area but will need to ensure consistency of such decisions with the different functions and their objectives within the Service Management*
- *Responsible for delivering objectives inline with service strategy*
- *contributes to review agreements and targets*
- *Decisions or actions have a substantial impact on the achievement of departmental objective*
- *Decisions or actions will have a continuing effect on the perceived quality of output or services to viewers, listeners and/or public bodies*
- *Acts as deputy to Principal Service Manager and can be called on to undertakes associated decision making*

**Scope**

*Finance: No financial responsibility*  
*Line Management: Deputises for*  
*Ad hoc Teams: May be required to support ad-hoc teams*

**Other information**

**For Reward team use only**

Job Code	
Definition:	Content

*This job description is a written statement of the essential characteristics of the job, with its principal accountabilities, incorporating a note of the skills, knowledge and experience required for a satisfactory level of performance. This is not intended to be a complete, detailed account of all aspects of the duties involved.*

