

Job title	Service Manager		
Job family	Technical Systems & Delivery	Proposed band	C

Job purpose

The Service Manager will support a function within Service Management and Support. The role holder will provide specialist advice/guidance/challenge to internal stakeholders on administrative process and delivery. The role holder will co-ordinate and deliver all the service and information reporting (ad-hoc and scheduled) required across the function.

Key responsibilities and accountabilities

1. Administrative ownership and support for functional area: coordinates process, undertakes audits of process, ensures accuracy of, and reconciles data, identifies areas for improvement, analyses data, produces reports, undertakes trend analysis/forecasting, etc.
2. Communicates written and verbally complex information and ideas to multidisciplinary stakeholders and is able to explain technical concepts to non-technical colleagues. Provides specialist advice to stakeholders on process and contributes to the continuous development of policy and process
3. Champion specialist support processes and ensure that principles and processes are well established and adhered to. Encourage teams to use them by demonstrating best practice as well as training and information dissemination to other stakeholders
4. Uses persuasive skills to encourage stakeholders to follow process and challenges non-compliance
5. Influences management decision making through the gathering and analysis of information from a breadth sources - identifies issues, solutions and trends

Knowledge, skills, training and experience

Essential

1. Proven ability to identify and improve performance measurement and reporting processes in a large organisation
2. Experience of creating and distributing comprehensive reports from a number of sources back to the business
3. Demonstrable ability to manipulate data and summarise complex reports to present to non-specialists
4. Experience of working collaboratively with multi-disciplinary teams with a delivery focus in both project and operational environments
5. Experience of automating reports (as far as data sources/tools will allow)
6. Comfortable with using technology as a communication medium - Intranet, Wiki's
7. Fully conversant with Microsoft Office Professional including Word, PowerPoint, Excel (advanced skills) and common diagramming tools
8. Excellent spoken and written Business English skills and the ability to write clear and concise text for different audiences
9. A wide experience of flexible and proactive information gathering

- 10. Experience of managing and interpreting monthly reporting statistics for complex IT environments
- 11. Strong personal organisation skills and ability to manage own time to meet deadlines
- 12. Ability and confidence to take charge of diverse tasks and deliver high quality work in a challenging and ever-changing environment
- 13. Ability to present in a professional and business-like manner to internal and external customers
- 14. Ability to handle confidential information with tact and sensitivity
- 15. Effective time management and organisational skills and the ability to prioritise own workload under pressure from a high volume of work and conflicting priorities
- 16. A flexible approach to adapt to changing deadlines
- 17. ITIL v3 Foundation Level is essential

Job impact	
Decision making	
<ul style="list-style-type: none"> 1. <i>Reports to Principal Service Manager</i> 2. <i>Decisions or actions have a continuing impact on the effectiveness of own team/department's work and also impacts on the effectiveness of other areas</i> 3. <i>Work is derived from the business workflow, business requirements and processes identified by the Principals, their teams and managers</i> 1. <i>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</i> 2. <i>Decisions or actions have a substantial impact on the achievement of departmental objective</i> 3. <i>Decisions or actions will have a continuing effect on the perceived quality of output or services to viewers, listeners and/or public bodies</i> 	
Scope	
<i>Finance:</i>	<i>No responsibility for finance</i>
<i>Line Management:</i>	<i>No line management responsibility</i>
<i>Ad-hoc Teams:</i>	<i>May lead or participate in ad-hoc teams</i>

Other information	
For Reward team use only	
Job Code	
Definition:	Content

JOB DESCRIPTION



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.

Appendix

There may be sub-sets of the generic job described above which require additional technical skills. This appendix to the generic job description can be developed to cover such situations.

Division	BBC Design and Engineering
Reports to (title)	Principal Service Manager
Location base	Salford

Organisation structure	
This role sits within BBC Design and Engineering	

Additional job specific responsibilities and accountabilities
<p>Job Introduction</p> <p>BBC Design & Engineering delivers products, platforms and services globally, supporting the BBC's digital transformation and helping to change the Corporation into an internet fit broadcaster. Its ambition is to be one of the most exciting technology groups for any media company in the world.</p> <p>The Division consists of the Infrastructure, Services, Operations and Commercial (ISOC) Group with responsibility for the BBC products, platforms and services that provide the operating environment for the BBC including control rooms, support infrastructure and device/OS technology.</p> <p>As the role holder you will be part of the Service Information and Support Team, with specific responsibilities for owning and delivering deliverables on behalf of Broadcast and Online Service Management in respect to developing, delivering and maintaining a BBC Service Catalogue (within a Service Management Framework) in line with ITIL v4 best practice and aligned to business requirements.</p> <p>The role holder will collaborate across the business and with BBC Product Owners to deliver the Catalogue; deliver expected outcomes and meet stakeholder expectations within the brief and constraints of time, cost, scope and quality and to use appropriate approaches and techniques.</p> <p>Are you the right candidate?</p> <p>Essential</p> <ul style="list-style-type: none"> • Experience in designing, developing and building an online Service Catalogue in a large, complex technology environment.

- Experience in managing projects/workstreams to successful outcomes.
- Experience in problem solving, progress monitoring, managing risk and budget/resource.
- Working knowledge of the project lifecycle.
- Experience of working collaboratively with multi-disciplinary teams with a delivery focus
- Strong and influential relationship management skills with stakeholders, colleagues and users in pursuit of delivering high quality services.
- Strong analytical skills with the ability to assimilate large amounts of information.
- Demonstrable ability to manipulate data and summarise complex reports to present to non-specialists.
- Fully conversant with Microsoft Office Professional including Word, PowerPoint, Excel (Advanced) and Visio
- Excellent spoken and written Business English skills and the ability to write clear and concise text for senior audiences
- Demonstrable experience of flexible and proactive information gathering.
- Exceptional personal organisation skills and the ability to manage own time to meet deadlines.
- Ability and confidence to take charge of diverse tasks and deliver high quality work in a challenging and changing environment.
- Ability to present in a professional and business-like manner to internal and external audiences.
- Ability to handle confidential information with tact and sensitivity
- Effective time management and organisational skills and the ability to prioritise own workload under pressure from a high volume of work and conflicting priorities

Desirable

- ITIL v4 Intermediate Level
- Experience working with Service Management Enterprise toolsets (Remedy preferably)

Approval	
Manager	Kate Wignall
HR Business Partner	Sinead O'Connor