

<b>Job title</b>	<b>Service Manager – Managing Director Group</b>		
<b>Job family</b>	<b>Technical Systems &amp; Delivery</b>	<b>Grade</b>	<b>D</b>

**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**
- 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.
  - 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
  - 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
  - Uses persuasive skills to encourage stakeholders to follow process and challenges non-compliance
  - 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**
- Proven ability to identify and improve performance measurement and reporting processes in a large organisation
  - Experience of creating and distributing comprehensive reports from a number of sources back to the business
  - Demonstrable ability to manipulate data and summarise complex reports to present to non-specialists
  - Experience of working collaboratively with multi-disciplinary teams with a delivery focus in both project and operational environments
  - Experience of automating reports (as far as data sources/tools will allow)
  - Comfortable with using technology as a communication medium - Intranet, Wiki's
  - Fully conversant with Microsoft Office Professional including Word, PowerPoint, Excel (advanced skills) and common diagramming tools
  - Excellent spoken and written Business English skills and the ability to write clear and

- concise text for different audiences
- A wide experience of flexible and proactive information gathering
  - Experience of managing and interpreting monthly reporting statistics for complex IT environments
  - Strong personal organisation skills and 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 ever-changing environment
  - Ability to present in a professional and business-like manner to internal and external customers
  - 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
  - A flexible approach to adapt to changing deadlines
  - ITIL v3 Foundation Level is essential

<b>Job impact</b>	
<b>Decision making</b>	
<ul style="list-style-type: none"> <li>• <i>Reports to Principal Service Manager</i></li> <li>• <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></li> <li>• <i>Work is derived from the business workflow, business requirements and processes identified by the Principals, their teams and managers</i></li> <li>• <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></li> <li>• <i>Decisions or actions have a substantial impact on the achievement of departmental objective</i></li> <li>• <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></li> </ul>	
<b>Scope</b>	
<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>

<b>Other information</b>	
<b>For Reward team use only</b>	
Job Code	

<b>Definition:</b>	<b>Content / Content Support / Support</b>
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*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.

<b>Division</b>	<b>D+E</b>
<b>Reports to (title)</b>	<b>Principle Service Assurance Manager</b>
<b>Location base</b>	<b>London</b>

<b>Organisation structure</b>	
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**Job Description Addendum - Service Manager – End User Compute**

- Works with Principal and Senior Service Managers to assure services delivered by the BBCs technology service providers to the a specific BBC Division. Including related Managed Print, Hosting, Collaboration tools and Unified Comms (including Mobile telephony)
- Plays a key role in the End User Compute service transformation
- Responsible for managing the suppliers and their performance through formal governance and day to day service management.
- Liaise with other D+E teams as and when required to ensure the successful delivery of EUC, Hosting, Unified Comms, Collaboration services.
- Liaise with ISOC product, strategy and project teams as and when required to ensure EUC and related strategies are fit for business and that strategies are achievable within the service environment. Also to ensure that service incumbents provide service information to other ISOC teams when required.
- Advise D+E Product, Strategy and project teams in service design, early life support and operational requirements, liaising with other Service Assurance colleagues and clients as required. Will play a part in approving the transition of new or refreshed EUC and related services into live service
- Acts as a point of contact for the Tower facing Service Assurance teams to ensure expertise and guidance is accessible to customers.
- Works in partnership with Tower facing Service Assurance colleagues at all times, engaging in direct contact with clients and service stakeholders as and when required.
- Required to have an in-depth understanding of a particular BBC Division or Divisions and the service and , technologies used by that Division.
- Runs governance meetings on technology services for a particular BBC Division or Divisions.
- Responsible for ensuring BBC Information Security policy is enforced, reviewed and if necessary action taken to address security issues and risks.
- Responsible for ensuring that service issues and risks are identified, owned and resolved.
- Responsible for ensuring that new requirements of the business are identified and addressed.
- Responsible for ensuring that formal Change and Release management processes are optimal. To act as an approver of emergency change when required.
- Responsible for ensuring that communications related to the BBC technology services are effective, timely, standardised and reviewed/improved regularly.
- Responsible for service improvement of the services and for ensuring that the services meet the developing needs of the business.
- May be required to join an on call rota.

Role is London based

**Additional job specific responsibilities and accountabilities**

- You are a SME and role model and the person who creates a high performance culture across the Service Assurance disciplines and the environment for people to do great work.
- Ensure the on-call Service Management rota is followed and there is on-call cover at all times.
- Act as the point of escalation for other members of the Service Management team within ISOC and D+E as a whole
- Responsible for the oversight and management of all Major Technical Incidents (MTI) across all Products and Services ensuring prompt resolution. Coordinating all technical teams, structuring investigations and working with the respective business areas ensuring accurate and timely information is communicated to senior stakeholders and end-users.
- Contribute & support the Leads in vendor relationship management with all BBC third party suppliers and partners on behalf of ISOC, ensuring their adherence to contractual obligations (SLA's and OLA's)
- Support the Lead on the Enterprise relationship and ensure team act as a conduit on technical services advice to the client community
- Management of tier 1 events ensuring full Service Management wrapper is in place
- Support the Lead on Negotiations resolving contractual issues, ensuring legal compliance and champion best practice
- Provide authoritative input to OJEU and other procurements where services are being provisioned for ISOC or elsewhere in the BBC
- Contribute in pan-BBC governance of shared services and technologies.
- Develop relationships across the BBC so Service Management truly works as 'One BBC' identifying, creating and making best use of synergies across other BBC teams.
- Promote the profile of the Service Management team and its benefits across D+E and beyond.
- Work closely all parts of the BBC informing on all elements of the Service Management portfolio and service operating model. Ensures all existing and potential synergies are exploited sharing expertise and knowledge.

- Contribute to projects and work packages within the team
- Provide Technical advice to BBC departments in relation to services provided

Approval	
Manager	Name and job title
HR Business Partner	Name
Date	

## Job Advertisement – Service Manager – Managing Director Groups (BBC Design + Engineering)

### How would you like to work with the world’s leading broadcaster?

BBC Design + Engineering is responsible for providing industry-technology services to all BBC Divisions, supporting the BBC’s digital transformation and helping to change the BBC into an internet-fit broadcaster. Providing critical services to these world famous industry leaders, we are proud to be an integral part of the most renowned broadcasting and media organisation in the world. This role faces the Managing Director Group and also BBC Archives.

Working within a dedicated Service Management team, the Service Manager is responsible for making sure that the D+E services meet the high standards required, and that the rapidly evolving needs of the BBC can be accounted for. The BBC is transforming its enterprise services at the moment, so there are exciting times ahead and a huge amount of work to do. Whether it is assuring services which enable our BBC Archives service to meets its business objectives, or ensuring effective mobile and remote working solutions are in place for our Director General and team, you would be key to ensuring that our commitments to our staff and our audiences are honoured.

Working in the BBC’s flagship buildings in London, you would be at the heart of the action, spending time in our world leading production centres, studios, galleries and inspiring office spaces with the most creative

technical minds in broadcasting, with the opportunity to progress your career through the wider Design + Engineering Division.

### You

- Have experience managing technical services in medium or large scale organisations.
- Enjoy forging strong productive relationships with stakeholders, colleagues and users in the pursuit of delivering high quality services whilst maintaining service targets
- Are service-oriented and apply yourself in a professional manner to deliver the best service experience possible
- Have a passion for technology and technology services and you are keen to learn about the enterprise technologies that drive the BBC. You enjoy working with techies and engineers and are proficient at translating their language into business language.
- Enjoy asking questions and getting to the bottom of things. You are not afraid to keep asking questions until you have a full understanding of the situation and orchestrating the right resources to resolve issues and problems.
- Enjoy the buzz of life in the fast lane and are conscious of the importance of deadlines in the broadcasting world, where the show must go out at the scheduled time no matter what!
- Are resilient and positive, able to set boundaries without appearing obstructive. You are able to collaborate with people who may have differing objectives or priorities, aligning people to work together to a common goal.
- Are an excellent communicator. From 1 to 1 conversation with colleagues, clients and stakeholders, to presenting complex ideas, data and hard facts to larger groups, you thrive on this and are not put off by the idea of standing up before an audience.

### The Opportunity

#### The Service Manager:

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- Responsible for managing the suppliers and their performance through formal governance and day to day service management.
- Liaise with other D+E teams as and when required to ensure the successful delivery of EUC, Hosting, Unified Comms, Collaboration services.

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- Advise D+E Product, Strategy and project teams in service design, early life support and operational requirements, liaising with other Service Assurance colleagues and clients as required. Will play a part in approving the transition of new or refreshed EUC and related services into live service
- Acts as a point of contact for the Tower facing Service Assurance teams to ensure expertise and guidance is accessible to customers.
- Works in partnership with Tower facing Service Assurance colleagues at all times, engaging in direct contact with clients and service stakeholders as and when required.
- Required to have an in-depth understanding of a particular BBC Division or Divisions and the service and , technologies used by that Division.
- Runs governance meetings on technology services for a particular BBC Division or Divisions.
- Responsible for ensuring BBC Information Security policy is enforced, reviewed and if necessary action taken to address security issues and risks.
- Responsible for ensuring that service issues and risks are identified, owned and resolved.
- Responsible for ensuring that new requirements of the business are identified and addressed.
- Responsible for ensuring that formal Change and Release management processes are optimal. To act as an approver of emergency change when required.
- Responsible for ensuring that communications related to the BBC technology services are effective, timely, standardised and reviewed/improved regularly.
- Responsible for service improvement of the services and for ensuring that the services meet the developing needs of the business.
- May be required to join an on call rota.

Professional qualifications required: ITIL V3 Foundation

## Package Description

Permanent contract

Grade: D

Location: Role is London based with regular travel to other BBC sites

## About the Company

We don't focus simply on what we do – we also care how we do it. Our values and the way we behave are important to us. Please make sure you've read about our values and behaviours in the document attached below. You'll be asked questions relating to them as part of your application for this role.

The BBC is committed to building a culturally diverse workforce and therefore strongly encourages applications from underrepresented groups. We are committed to equality of opportunity and welcome applications from individuals, regardless of their background.