

Role:	IT Service Manager	
Directorate:	Information Systems	
Salary Band:	IT Service Analyst	Band 6
	IT Service Manager	Band 8
	Senior IT Service Manager	Band 9
	Lead IT Service Manager	Band 10
Post reference:	IS181	
Job Evaluation Ref & Date:	31/07/19	
Role statement of purpose:	Responsible for defining the IT Service Management capability (people, process & technology), including associated Service Level Agreements (SLAs) and Operational Level Agreements (OLAs) in agreement with relevant business owners. Manage a fully functioning insourced and outsourced IT service support team with a user-centric support approach across multiple locations. Responsible for reporting, to facilitate effective operational management & continuous improvement across all services	
Reports to:	IT Service Analyst	Senior or Lead IT SM
	IT Service Manager	Senior or Lead IT SM
	Senior IT Service Manager	Lead IT Service Manager
	Lead IT Service Manager	Head of IS Systems

	Key Role Outputs (KROs) <i>these set out what must be achieved for the post holder to be successful in the role</i>	Key Actions <i>These set out how the KROs will be achieved – the activities required.</i>
IT Service Analyst An IT Service Analyst is responsible for assisting more senior Service Managers in ensuring IT services and delivery is managed and maintained to a high standard. They are developing familiarity with the IS Department's operations, capabilities and 3rd-party services and understanding how they are used to deliver services to customers. They are additionally developing relationships with key business stakeholders and product owners in the delivery of capabilities.		
1.	Services meet SLAs OLAs agreed with Service owners and positively improve customer satisfaction levels.	• Understands and analyses IT Operations' processes and how they support the end user community. • Investigates operational requirements, issues & risks and contributes to the recommendations for continuously improving processes. • Contributes to the resolution of an Incident – or supports the owner - until a solution has been found or a Problem has been raised, mitigated and/or resolved. • Produces, circulates and presents reports required to understand and improve service and process performances. • Supports more senior Service Managers in their work: e.g. recording actions from meetings, following up and documenting outcomes.
2.	Effective relationships with internal & external stakeholders; communicating clearly with them.	• Identifies key internal & external stakeholders and relationships and work with delivery & operations teams to build mutually beneficial outcomes. • Analyses operational & service performance data & reports to identify themes; establish improvement activity and execute to continuously improve service and operational performance. • Works with stakeholders and more senior members of the SM Practice to discuss required changes in the reporting processes, adding context & commentary that provides an interpretation for the data set. • Contributes to the management of the Partner Ecosystem, for example monitoring & reporting Supplier Performance, administering meetings, recording & expediting actions and supporting more senior IT Service managers.

3.	Compliance to ITSM processes that drive improved business performance.	• Develops and maintains a good awareness of different IT products and services across the organisation; understanding and improving the value they deliver. • Supports stakeholders with adherence to IT process requirements. E.g. the CAB process • Applies tools, techniques and processes to track, log and correct information related to CIs, ensuring protection of assets and components from unauthorised change, diversion and inappropriate use. • Collates information and creates reports and insights to support continuous improvement of ITSM processes. • Contributes to the development of policies, standards and guidelines for IT Service Management.
4.	Development of the Service Management Practice & ITSM Community of Interest, driving innovation and best practice.	• Develops increasing knowledge of the TfGM ITSM framework (including knowledge of ITIL) terminology, structure and concepts, and develop the practice of IT Service Management. • Works collaboratively with others to implement ITSM best practice.

IT Service Manager

An IT Service Manager is responsible for ensuring IT services and delivery is managed and maintained to a high standard. They are familiar with the IS Department's operations, capabilities and 3rd-party services and understand how they are used to deliver services to customers. They are experienced in dealing with both internal and external providers and ensuring service delivery is maintained to agreed SLA and OLA standards. They have additionally developed relationships with key business stakeholders and product owners in the delivery of capabilities.

1.	Services meet SLAs OLAs agreed with Service owners and positively improve customer satisfaction levels.	• Has a deep understanding of IT Operations' processes and how they support the end user community. Lead initiatives to analyse & implement improvement opportunities. • Supports operational colleagues to define & document operational requirements, issues & risks. Leads the creation of recommendations for continuous process improvement. • Contributes to the end-to-end resolution of Incidents – or supports the Senior Service Manager - until a solution has been found. • Analyses Incident Patterns and raises Problem records. Leads or executes the work to mitigated and/or resolve Problems where defined in the Service Design or directed by Senior Management. • Produces, circulates and presents reports to Senior stakeholders, to understand and improve service and process performances. • Supports Senior IT Service Managers / Lead IT Service Managers in their work: e.g. complex Incident & Problem Analysis; leading Service Review Meetings; Managing Incident responses.
2.	Establish & develop strong relationships with internal & external stakeholders, to achieve mutually beneficial outcomes.	• Identifies & manages key internal & external stakeholders and relationships and lead delivery & operations teams to deliver mutually beneficial outcomes. • Analyses operational & service performance data & reports to identify themes; lead improvement activity to continuously improve service and operational performance. • Consults with stakeholders to design required changes in ITSM processes and associated IS services. • Manages and improves relationships & service performance with external Service Providers. Including management of relationship & performance reviews,

		developing and managing Performance Improvement Plans (PIPs), identifying and delivering incremental value from the Partner Ecosystem.
3.	Ensures business compliance to technology and change strategies that drives business efficiency	- Analyses operational requirements, problems, and opportunities, seeking effective business solutions. - Supports the Senior & Lead Service Managers to ensure that all stakeholders adhere to IT strategic management approach and timetables. Collates information and creates reports and insights to support IT strategic management processes. Supports the development and communication of plans to drive forward the ITSM strategy. - Contributes to the development of policies, standards and guidelines for IT strategy development and planning. - Contributes to the execution & continuous improvement of the Change Management process, including engagement in CAB and the associated process activities.
4.	Development of the Service Management Practice & ITSM Community of Interest, driving innovation and best practice.	- Develops and maintains an expert level understanding of ITSM concepts & capabilities, implementing these into the IS operating model. - Takes accountability, and influence the outcome of the ITSM processes deployed across TfGM IS. - Contributes to leadership of the capability, including establishing the Practice strategy, objectives, scope, approach and plans, delivering through others. - Assists in establishing and managing Practice 'Demand Management' capability, balancing what needs to be delivered against what can be delivered. - Lead certain high-priority Incidents & complex, high-profile Problem work; e.g. presenting ITSM performance to Functional Board, etc. as defined in the Service Design or directed by Senior Management. - Contributes to the continuing economic and effective provision of IT services. - Governs the operational performance of all ITSM processes. Promotes awareness of and commitment to IT Service Management. - Accountable for the continual development of service improvement capabilities, identifying, prioritising and implementing maximum organisation value. - Understands core technical concepts related to their role and is able to apply them with guidance. - Takes inputs and establishes coherent frameworks that work.

		• Holds good knowledge of the service management framework (e.g. ITIL) terminology, structure and basic concepts, and comprehends the core practices for service management. • In relation to 3rd party managed services, supports the maintenance of secure configuration, applying and maintaining tools, techniques and processes to identify, track, log and maintain accurate, complete and current information. • In relation to 3rd party managed services, contributes to the management of the IT asset lifecycle in one or more significant areas. Produces and analyses registers and histories of authorised assets and verifies that all these assets are in a known state and location. • Identifies improvements and supports proposed solutions through to implementation by supporting the organisation and introducing more effective and efficient technologies (people, processing and tooling) to deliver increased industrialisation and automation.
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Senior IT Service Manager

A Senior IT Service Manager is responsible for owning multiple IT services and their delivery and that they are managed and maintained to a high standard. They own the IT Department's operations, capabilities and 3rd-party services (as a Service Owner) and understand the complexities in how they are used to deliver services to customers. They are highly experienced in dealing with both internal and external providers and ensuring service delivery is maintained to agreed SLA and OLA standards. They have additionally developed relationships with key business stakeholders and product owners in the delivery of capabilities. They also mentor more junior members of the Service Management Practice and develop their abilities in line with their role requirements.

1.	Services meet SLAs OLAs agreed with Service owners and positively improve customer satisfaction levels.	• Has a thorough and deep understanding of IT Operations' processes, and how they support the end user community and design and leads initiatives to analyse & implement improvement opportunities. • Consults with operational colleagues to approve operational requirements, resolve issues & mitigate risks. Approves recommendations for continuous process improvement and govern the resulting work. • Leads the end-to-end resolution of Incidents and maintains ownership until a solution has been found. • Leads Problem Management initiatives and supervise the work to mitigated and/or resolve multiple Problems, especially for 3rd party managed services. • Ensure that operational & commercial activities, related to the management of ecosystem partners are executed & improved; e.g. renewal invoices, service credits, etc. • Presents & interprets reports & insight to Senior stakeholders, to understand and improve service and identify process performance improvements.
2.	Maintains strong relationships and stakeholders, communicating clearly with them	• Influences stakeholders and manages relationships effectively. Builds long term strategic relationships. Facilitates and delivers the business outcomes. • Leverages their data analytics skills to enhance business performance. • Supports the establishment of new relationships in the Partner Ecosystem; e.g. ensuring that appropriate commercial & service terms are defined & agreed, that effective inter-personal relationships are established & maintained and that the value expected from the relationship is clear & delivered. • Manages and improves relationships & service performance with external Service Providers. Including

		management of relationship & performance reviews, developing and managing Performance Improvement Plans (PIPs), identifying and delivering incremental value from the Partner Ecosystem. Ensures that relationships with the Partner Ecosystem balance the needs of all stakeholders and that relationships delivery mutual value over the life of the relationship.
3.	Ensures business compliance to technology and change strategies that drives business efficiency	- Takes responsibility for investigative work to determine business requirements and specify effective business processes. - Sees 'the bigger picture' by looking at groups of services, investigating how to get the best of underlying services. - Sets policies and standards and guidelines for how the organisation conducts IT strategy development and planning. Leads and manages the creation or review of an IT strategy which meets the requirements of the business. Develops, communicates, implements and reviews the processes. - Leads the execution & continuous improvement of the Change Management process, including engagement in CAB and the associated process activities. - Manage CAB meetings and ensure that change risk is mitigated appropriately.
4.	Lead the Service Management Practice & ITSM Community of Interest, driving innovation and best practice.	- Maintains and develops an expert level understanding of ITSM concepts & capabilities, implementing these into the IS operating model. - Takes accountability, and influences the outcome of the ITSM processes deployed across TfGM IS. - Leads the capability, establishing the Practice strategy, objectives, scope, approach and plans, delivering through others. - Establishes and manages Practice 'Demand Management' capability, balancing what needs to be delivered against what can be delivered. - Leads the continuing economic and effective provision of IT services. - Leads & governs the operational performance of all ITSM processes. Promotes awareness of and commitment to IT Service Management. - Has accountability for continual service improvement, identifying, prioritising and implementing change for maximum organisation value. - Deputises for the Lead IT Service Manager in their work:

		e.g. leading complex Incident & Problem activities; leading critical-service review meetings; leading or managing Incident responses. • Understands core technical concepts related to their role and is able to apply them with guidance. • Leads and develops a team of experts to deliver service improvements. Drives the identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value. • Applies knowledge of the service management framework (e.g. ITIL) terminology, structure and basic concepts, and comprehends the core practices for service management. • Manages configuration items and related information. Manages and maintains the service compliance of all IT and service assets. Identifies, assesses and communicates associated risks.
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Lead IT Service Manager

A Lead IT Service Manager is responsible for owning all IT services and their delivery and that they are managed and maintained to a high standard. They take ownership of all of the IT Department's operations, capabilities and 3rd-party services (as a Service Owner) and understand the complexities in how they are used to deliver services to customers. They are highly experienced in dealing with both internal and external providers and ensuring service delivery is maintained to agreed SLA and OLA standards and have extensive negotiation experience with 3rd-parties. They have additionally developed relationships with key business stakeholders and product owners in the delivery of capabilities. They also mentor more junior members of the Service Management Practice and develop their abilities in line with their role requirements.

1.	Services meet SLAs OLAs agreed with Service owners and positively improve customer satisfaction levels.	• Possesses an expert knowledge of IT Operations' processes, and how they support the end user community, holds full accountability for the success of initiatives to improve & transform process performance. • Consults and collaborates with operational colleagues to approve operational requirements, resolve issues & mitigate risks. Approves recommendations for continuous process improvement and governs the resulting work. • Leads & governs the end-to-end resolution of Incidents until a solution has been found. • Leads Problem Management initiatives and supervises the work to mitigate and/or resolve multiple Problems. • Interprets and presents reports & insight to Senior stakeholders, to understand and improve service and process performances.
2.	Maintains strong relationships and stakeholders, communicating clearly with them	• Leads and develops a team of experts to deliver service improvements. Drives the identification, prioritisation and implementation of improvements and efficiencies, thereby ensuring that the organisation derives maximum value. • Acts as the Practice Head, operating as an escalation point and owner for all Service Management Practice activities. • Utilises predication methodologies to derive and maintain a holistic view of key trends and across multiple processes. • Supports and owns for the SM Practice the establishment of new relationships in the Partner Ecosystem; e.g. ensuring that appropriate commercial & service terms are defined & agreed, that effective inter-personal relationships are established & maintained and that the

		value expected from the relationship is clear & delivered. • Manages and improves relationships & service performance with external Service Providers. Including management of relationship & performance reviews, developing and managing Performance Improvement Plans (PIPs), identifying and delivering incremental value from the Partner Ecosystem. • Ensures that relationships with the Partner Ecosystem balance the needs of all stakeholders and that relationships delivery mutual value over the life of the relationship. • Ensures that the objectives, scope & approach to the Partner Ecosystem are defined, documented & evolved over time & that the value delivered from the ecosystem is optimised. • Is the senior escalation point for SM matters, owning disputes across the ecosystem; ensuring that resolution is fair & equitable for all parties and that long-term relationship objectives are maintained and delivered.
3.	Ensures business compliance to technology and change strategies that drives business efficiency	• Determines the strategic vision and direction for the Practice and Service Management quality and capabilities in TfGM. Positively influences key senior stakeholders. Delivers an arbitration function. • Contributes to the development & approval of IS budgets; especially in relation to 3rd party service costs. • Has a keen business focus, understanding a wide breadth of services. Uses their understanding of underlying services to deliver maximum value. • Ensures the IT Strategy and roadmap is delivered, integrating service management processes and technology across the Technology lifecycle. • Owns the design & continuous improvement of the Change Management process, including engagement in CAB and the associated process activities. • Develops the Change Management process to ensure it supports the evolution of delivery methodology, e.g. CI/CD. • Manage CAB meetings and ensure that change risk is mitigated appropriately.
4.	Lead the Service Management Practice & ITSM Community of Interest, driving innovation and best practice.	• Maintains an expert level understanding of all ITSM concepts & capabilities, implementing these into the IS operating model. • Takes accountability for, influences, and owns the outcome of ITSM processes deployed across TfGM IS.

		- Leads the SM capability, establishing the Practice strategy, objectives, scope, approach and plans, delivering through others. - Establishes and manages Practice 'Demand Management' capability, balancing what needs to be delivered against what can be delivered. - Deputises for the Head of IS Systems: e.g. leading P1 Incidents & complex, high-profile Problem work; presenting ITSM performance to Functional Board, etc. - Leads the continuing economic and effective provision of IT services. - Leads & governs the operational performance of all ITSM processes. Promotes awareness of and commitment to IT Service Management. - Accountable for the continual service improvement capability, identifying, prioritising and implementing maximum organisation value.
Compulsory Outputs (COs) <i>these set out what must be achieved for the post holder to be successful in the role</i>		Key Actions <i>These set out how the COs will be achieved – the activities required.</i>
C1	Ensure you comply with all applicable organisational legislation and policy:	- TfGM Safety Management System (In particular section SMS 201 Roles and Responsibilities) - PCI DSS standards, policies and procedures - Bus Operator contractual management - Dignity at Work policy; - Information assurance and security in line with Cabinet Office requirements; - Risk management - TfGM policies and procedures - Equality and diversity legislation - TfGM Vision & Values - Act in accordance with TfGM's behaviours and competencies - IS Operations policies and procedures - IS Security Policies and Procedures
C2	Any other reasonable duties as required	The post holder is representative of IS and is expected to: - Conduct themselves in a professional manner and with due courtesy at all times. - Be flexible within the workplace and adapt to meet the requirements of service, specifically within this role, by providing cover for extended service hours.

Key Interdependencies

Key Contacts	• Partners and suppliers • People within the IS Department • Practice Leads within IS Department • Heads of Practice within IS Department • Product Owners and “Heads of” across the business	
Direct reports	IT Service Analyst None IT Service Manager None Senior IT Service Manager None Lead IT Service Manager IT Service Analysts, IT Service Managers and Senior IT Service Managers	
Budgetary responsibility	None	
Location	TfGM, 2 Piccadilly Place, Piccadilly, Manchester, M1 3BG	

Office Use Only	Updated	Updated	Updated	Updated	Updated
Created					
By: Simon Mather Nov 2018	Mat Clayton May 2021				

Person Specification

	ROLE: IT Service Manager		<i>(Knowledge, skills and experience required at selection stage)</i>	
E	Essential Experience:			
	IT Service Analyst	IT Service Manager	Senior IT Service Manager	Lead IT Service Manager
E1	CUSTOMER SERVICE Experience of delivering a consistently high standard of customer service internally and/or externally.	CUSTOMER SERVICE - Experience of delivering a consistently high standard of customer service to internal and external stakeholders. - Experience of business relationship management and using measures or service components that meet customer and user needs.	CUSTOMER SERVICE - Recognised experience delivering an exceptional level of customer service to internal and external stakeholders. - An experienced business relationship manager, skilled at managing stakeholders at all levels across the business and externally	CUSTOMER SERVICE - Recognised experience delivering an exceptional level of customer service to internal and external stakeholders. - A highly experienced business relationship manager, skilled at managing stakeholders at all levels across the business and externally
E2	SERVICE ANALYSIS - Good analytical and problem solving skills. - Ability to work in a disciplined environment under pressure to meet challenging objectives and timescales.	SERVICE ANALYSIS - Strong analytical and problem solving skills. - Holds a structured and disciplined approach to managing workload.	SERVICE ANALYSIS - Experience in conducting operational risk assessment and risk management. - Able to create effective processes and approaches to service analysis	SERVICE ANALYSIS - Highly experienced in conducting operational risk assessment and risk management and ownership. - Deep experience creating processes and approaches and influencing effective service analysis
E3	SERVICE MANAGEMENT FUNCTIONS AND TOOLS Awareness of the process of	SERVICE MANAGEMENT FUNCTIONS AND TOOLS Experience of Service	SERVICE MANAGEMENT FUNCTIONS AND TOOLS Demonstrable in-depth	SERVICE MANAGEMENT FUNCTIONS AND TOOLS Experience of leading and

	Service Management in a complex, multi-supplier environment. • Knowledge of service management products used for Incident and Problem Management. • ITIL Foundation	Management in complex, multi-supplier environment including the implementation of Service Management policies and processes (Service Strategy, Service Design and Service Operations). • ITIL Specialist	experience of leading Service Management teams in complex, multi-supplier environments including the creation, definition and implementation of Service Management functions, policies and processes (Service Strategy, Service Design and Service Operations). • Extensive operational experience and commercial knowledge in managing service delivery with external stakeholders. • Deep ITIL management experience and adherence to ITIL principles and approaches to drive value for businesses	continuously improving IT Service Management teams in complex, multi-discipline environment, ensuring IT service management delivers service value to the customer. • Demonstrable in depth experience of delivering services that are aligned to the business strategy and operational requirements, which add value to the business and users. • An ITIL expert, deep capabilities across all ITIL disciplines and their use in complex, multi-supplier IT and business environments.
E4	STAKEHOLDER MANAGEMENT • Experience of service reporting – production and presentation of management information and reports, dashboards.	STAKEHOLDER MANAGEMENT • Demonstrable experience of successfully working with senior management and senior stakeholders.	STAKEHOLDER MANAGEMENT AND LEADERSHIP • Strong and deep experience working in collaborative IT and business environments. • Experience of utilising service reports to monitor and measure service performance of operational services	STAKEHOLDER MANAGEMENT AND LEADERSHIP • Skilled in setting strategy for teams and workload and resource management, performance and capability management, and career development and management.

			identifying CSI opportunities to improve customer/user experience. • Deep experience of strategic supplier and performance management processes and application. • Strong supplier and stakeholder negotiation skills and the ability to collaboratively reach successful outcomes. • ITIL Specialist or ITIL Managing Professional	• Significant leadership experience with the ability to motivate individuals to deliver service excellence using highly developed interpersonal communication skills. • Deep experience of strategic supplier engagement management, contract negotiation and performance management. • Strong supplier and stakeholder negotiation skills and the ability to own (collaboratively) the attainment of successful outcomes. • ITIL Strategist or ITIL Managing Professional
D	Desirable Experience – SFIA version 6:			
	IT Service Analyst	IT Service Manager	Senior IT Service Manager	Lead IT Service Manager
D1	Business Analysis- Level 3	Business Analysis- Level 4	Business Analysis- Level 5	Business Analysis- Level 5
D2	Strategy & Planning- Level 5	Strategy & Planning- Level 5	Strategy & Planning- Level 6	Strategy & Planning- Level 7
D3	Configuration Management- Level 3	Configuration Management- Level 4	Configuration Management- Level 5	Configuration Management- Level 6
D4		Asset Management- Level 4	Asset Management- Level 5	Asset Management- Level 6
EQ	Essential Qualifications – Technical, Vocational or educational:			
EQ1	GCSEs or an equivalent			
DQ	Desirable Qualifications – Technical, Vocational or educational:			

DQ1	A degree or equivalent industry experience
DQ2	Certifications in ITSM, experience working in an ISO20000 environment or the equivalent
DQ3	Agile / Scrum certified
EA	Essential Attributes:
EA1	RELIABLE by doing what we say we will do
EA2	HONEST in our communications and our feedback
EA3	RESPECTFUL in how we behave
EA4	REWARDING by recognising a job well done
EA5	EMPOWERING by enabling potential to be realised
DA	Desirable Attributes: