



# Role Profile

<b>Role Title</b>	Service Transition Manager
<b>Business group and team</b>	Technology and Operations, GDT (Shared Operations)
<b>Job Purpose Overview</b>	<p>This role is responsible for co-ordinating day-to-day Service Transition activities, making recommendations on go-live, early-life support and service acceptance. They ensure established Service Transition methods and procedures are utilised for efficient and prompt handling of all requests to the Service Transition team.</p> <p>Manage the transition of products or services into BAU service, ensuring they meet the acceptance criteria. Responsible for ensuring that the acceptance criteria is clear and covers all aspects and requirements provided by IT operations teams.</p>
<b>Organisational position</b>	<p>Role within the Shared Operations team:</p>

Date Updated	14/11/2019		Updated By	PH	
Current / Applied Grade	C4	Job evaluation date	02/12/2019	Confirmed grade	C4

## JOB RESPONSIBILITIES

A confident and decisive communicator who is able to work independently, works well under pressure and is capable of delivering accurate analysis, clear advice and recommendations (in an appropriate context and at a desired level of detail) to the FCDO Services senior leadership team, customers, suppliers and Other Government Departmental stakeholders.

The role requires an individual with strong management capability, business analysis, process awareness and a service-orientated mindset in order to deliver the control, accuracy, consistency and quality required by Technology and Operations.

Responsible for the controlled addition, amendment or removal of customer IT Services into and from Technology and Operations, live operations which includes the following activities:

- Maintain strong relationships and perform an advisory role with multiple internal stakeholders to ensure ongoing process adherence for service transition, which can be measured and fed back to relevant teams.
- Plan, prioritise work and coordinate resources to ensure that requirements of the Service Design are realised in Operations. On occasion it will be necessary to provide coaching to the resolver teams in how best to adopt the new service.
- With a good understanding of the service pipeline, research technical training requirements and advise resolver teams.
- Coordinate service transition activities across projects, suppliers and operational resolver teams.
- Act as a point of contact for the customer as required and manage wider internal/external stakeholders across FCDO services throughout the service transition process, representing the Service Transition Team.
- Identify and perform in-depth diagnosis on complex service transition issues, applying problem solving expertise and knowledge to make decisions, negotiate improvements and implementation plans.
- Conduct regular reviews of transition activity with Operational support teams, reviewing improvement suggestions, making recommendations and through regular mentoring sessions implement improvement steps.
- Ensure Service transition metrics/measures are aligned with Operations policies and objectives and accurately reflected in Management Information / internal KPI reports.
- Maintain the Service Transition Dashboard ensuring clear visibility of new, amended or disabled services.
- Attend 'on the job' internal and external training courses to increase knowledge and skills capability, improving the quality of service provided to customers and use it to provide expert advice and guidance to more senior grades and those in their teams.
- Ensuring service transition compliance with all related Technology and Operations and/or wider FCDO Services Policies and highlighting where gaps exist via the risk register to ensure senior visibility, effectively contribute to Continual Service Improvement process.

## KNOWLEDGE & KEY SKILLS

### *Essential:*

- Service Transition experience
- Demonstrable record of delivering results and meeting targets.
- Excellent problem solving and research skills, including the ability to analyse facts, interpret data and make expert recommendations to stakeholders and ensure that key results are understood at all levels.
- Understanding of corporate drivers such as the strategy, values and core behaviours
- Strong relationship management skills, including influencing and negotiation skills.
- Excellent written and verbal communication skills with the ability to communicate clearly at all user levels (internal and external customers)
- Ability to take initiative, identify and respond to service transition requirements; managing workload effectively to ensure tight deadlines are met
- Excellent analytical, problem solving, decision making and influencing skills

*This role should demonstrate knowledge and skills at SFIA level 4.*

- Service Acceptance
- Configuration management
- Asset Management
- Change Management

*Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for this role:*

<https://www.gov.uk/government/publications/service-transition-manager-skills-they-need/service-transition-manager-skills-they-need>

Skill	Skill level
Change management	Working
Community collaboration	Working
Incident management	Working
Ownership and initiative	Working
Problem management	Working
Service focus	Practitioner
Understanding of service management framework	Working
User focus	Working

*Essential (Professional Qualifications and Accreditation):*

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience
- ITIL v3 Foundation or relevant job experience

*Desirable:*

- Knowledge of Project Management
- Knowledge of operating IT systems within Government environments
- Experience of working with ServiceNow ITSM tool
- Experience working on a large and complex IT estate

*Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):*

<https://www.gov.uk/government/publications/service-transition-manager-skills-they-need/service-transition-manager-skills-they-need>

Skill	Skill level
Asset and configuration management	Working
Availability and capacity management	Working
Broad technical understanding	Working
Continual service improvement	Working
Continuity management	Awareness

*Desirable (Professional Qualifications and Accreditation):*

- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience
- Knowledge of operating IT systems within Government environments
- ITIL Intermediate Qualified in particular Service Transition
- Knowledge of service design and documenting processes and procedures

## CORE COMPETENCES

- Delivering at Pace
- Making Effective Decisions
- Managing a Quality Service

## CRITICAL SUCCESS FACTORS

*Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:*

Deliver on a day-to-day basis an efficient and effective Service Transition Management process as evidenced by key performance indicators and ongoing adherence to FCDO Services policies. Able to build relationships with multiple stakeholders such as Project Management, Security, Technical Support and Service Delivery Management.

Delivery of the key customer and FCDO Services business benefits in alignment with GDT and/or wider FCDO Services Policies. Able to facilitate customer-facing meetings, minute and follow up on actions to ensure ongoing excellent customer service.

Able to identify areas of improvement and feed this into overall improvement plans. Take ownership of improvement items and deliver against targets. Ability to respond quickly and take decisions to assure the quality of the service, which is evidenced in reports.

<b>Budget Responsibility?</b>  N	<b>If YES, how much:</b>  £ N/A per annum.	<b>If NO can they authorise payments?</b>  N
<b>Reports to: (Role Title and Grade)</b>	Lead Service Transition Manager (C5)	
<b>Direct Reports: (Number and grades of staff)</b>	None	