



Role Title	Senior IT Service Manager		
Job Family	Digital, Data and Technology	Sub Category	IT Operations
Behaviours	<ul style="list-style-type: none"> • Making Effective Decisions • Communicating and Influencing • Commercial Awareness • Leadership Charter 		
Grade	TPB5		

Purpose Support the Lead Business Relationship Manager in ensuring the delivery of IT and other technical services provided to a portfolio of FCDO Services' customers under commercial agreements.

Key Accountabilities

- Support the successful delivery of services by working directly with the customer to resolve issues and incidents, assess and steer customer-driven change, coordinating and leading service delivery teams to provide appropriate solutions in the short and longer term;
- Understand the customer's functional and non-functional requirements and ensure they are within FCDO Services' technical capability and capacity;
- Lead investigative work into problems and opportunities in existing processes; produce solutions that meet customer requirements and FCDO Services' ability to service the contract, generating new ideas and approaches to resolve problems and/or improve the service;
- Lead and deliver on opportunities to optimise and improve processes and service improvements, ensuring policies and standards are governed and updated throughout;
- Contribute to high quality proposals that meet customers' needs and expectations at an acceptable level of risk, ensuring that all solutions to the customer are timely, commercially viable, align with the strategic roadmap and carry an agreed and defined level of risk;
- Maintain own professional development and expertise to support and grow the business

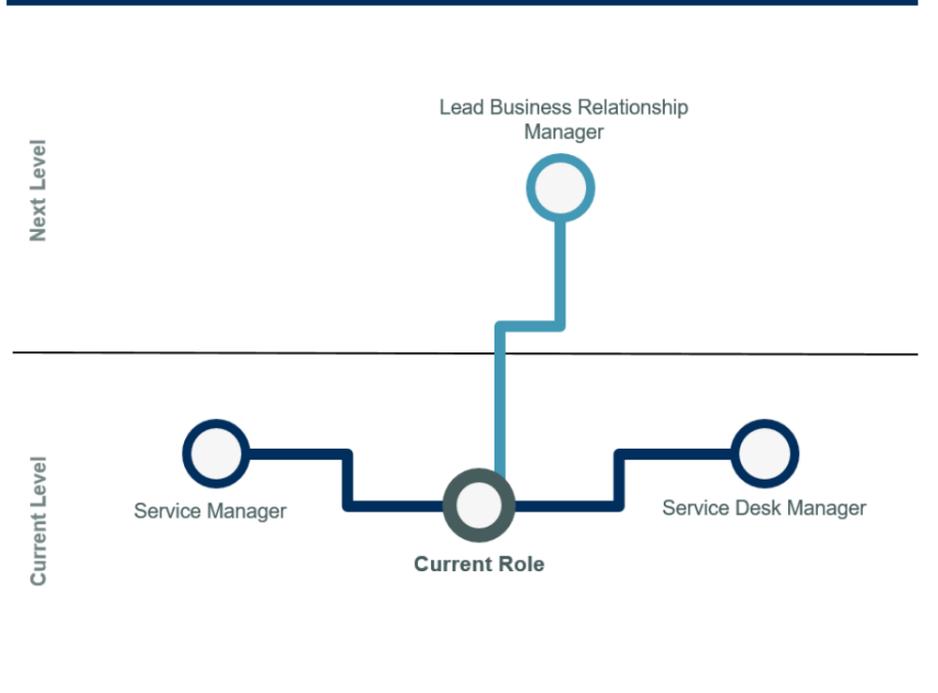
Authority and Scope

- Have general responsibility for significant operations, multi-service areas;
- Ensure incident, problem, change and request processes are adhered to and working practices are in line with ISO9001, ISO20000 and ISO 27001;
- Work with Senior Business Relationship Manager to ensure new business opportunities with existing customers are realized and review the P&L to ensure the targets are met and appropriate controls in place;
- May manage 1 x C4 and required to direct, lead and mentor others

Internal and External Communications

- Work closely with service delivery teams, Service Transition, Project Managers, Product Owners and Technical Architects;
- Manage day to day, and build long term, relationships with customer technical specialists and FCDO Services product and services teams to understand, prioritise and deliver all aspects of a customer's service requirements within the terms of the commercial agreement, and ensure the timely resolution of service issues and incidents;
- Advise senior managers and service delivery teams on technical, risk / mitigation matters;
- Leads on service performance and improvements in monthly services reviews

Potential Next Career Moves



Skills

- Customer service management;
- Service management;
- Stakeholder management;
- Governance;
- Resource management;
- Analyse, interrogate and evaluate data;
- Operational management;
- Incident management;
- Problem management;
- DDaT role: Senior IT Service Manager;

Qualifications, Knowledge and Experience

- Essential**
- Experience of IT delivery and management;
 - Understanding of service design across the whole life of service delivery;
 - A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Business Studies, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
 - Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.
 - ITIL v4 Foundation

- Desirable**
- Knowledge of operating and developing IT systems within Government environments
 - ITIL v4 Expert qualified or equivalent experience;