Role Title	**Service Transition Manager**				
Job Family	**Digital, Data and Technology**	**Sub Category**	**IT Operations**	**Grade**	**C4**
Behaviours	• Working Together	• Managing a Quality Service		• Delivering at Pace	
Purpose	Managing the transition of products or services into live operations ensuring all requirements are met.				

FCDO Services

Key Accountabilities

- Plan and coordinate resources to ensure that requirements of the Service Design are realised in Operations;
- Coordinate transition activities across projects, suppliers and operational resolver teams;
- Identify and diagnose service transition issues and negotiate improvements to implementation plans;
- Conduct regular reviews of transition activity with Operational support teams, making recommendations, reviewing suggestions and implementing improvement steps;
- Contribute to the production of Management Information / internal KPI reports;
- Maintain the Service Transition Dashboard ensuring clear visibility of new, amended or disabled services

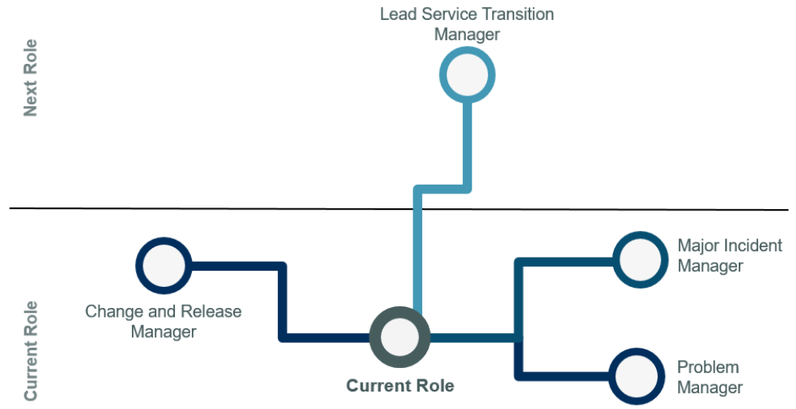
Authority and Scope

- Point of escalation and decision point for all transition related activities;
- Ensure that technical changes follow agreed methods and procedures;
- Ensure the acceptance criteria are clear and cover all aspects and requirements provided by IT operations teams

Internal and External Communications

- Day to day contact with IT Operations teams to coordinate plans and activities;
- Provide accurate analysis, clear advice and recommendations to the FCDO Services' senior leadership team, customers, suppliers and external stakeholders;
- Early engagement with project teams to ensure business outcomes are understood, shared and implemented;
- With a good understanding of the service pipeline, recommend appropriate training plans to resolver teams

Potential Next Career Moves



Skills

- Customer service management;
- Systems operations;
- User focus;
- Service architecture;
- Stakeholder management;
- Analyse, interrogate and evaluate data;
- Draft/author professional/technical documents;
- Interpret professional/technical documents;
- Communication skills – written and oral – Working;
- DDaT Role: Service Transition Manager

Qualifications, Knowledge and Experience

Essential

- NVQ Level 3 qualifications (A level/AS levels/HND etc);
- ITIL Foundation Minimum

Desirable

- Knowledge of Project Management;
- Knowledge of operating IT systems within Government environments and working on a large, complex IT estate
- Experience of working with ServiceNow ITSM tool;
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience;
- ITIL Intermediate certified in Service Transition;
- Knowledge of service design and documenting processes and procedures