

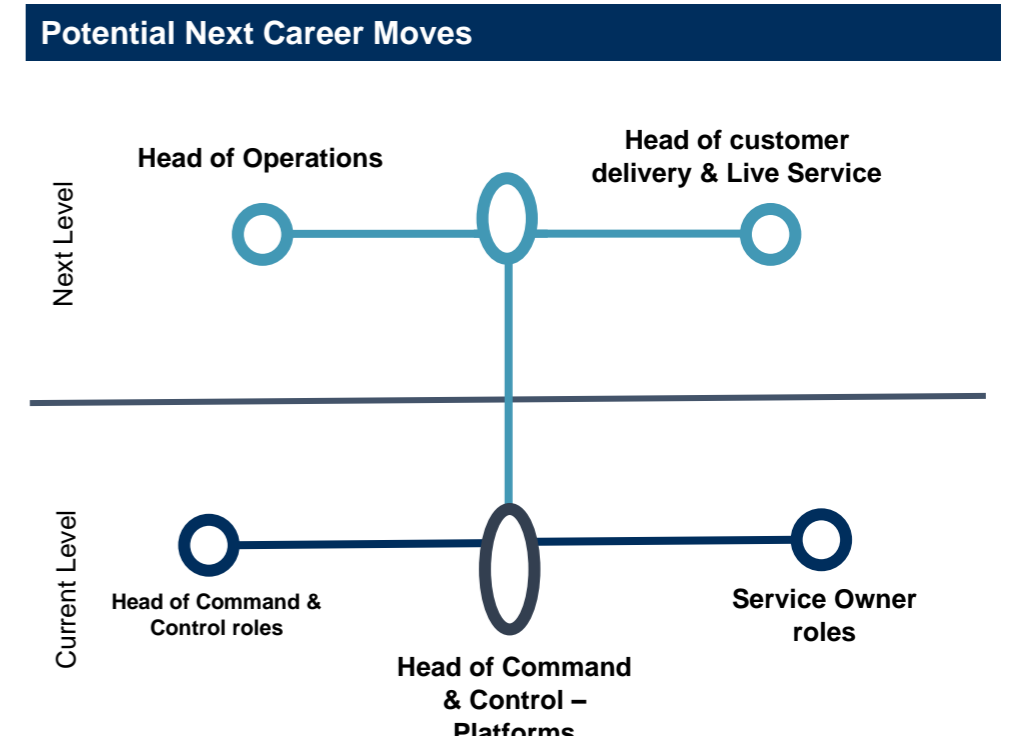


Role Title	Head of Command and Control- Platforms		
Job Family	Digital, Data and Technology	Sub Category IT Operations	Grade TPB6
Behaviours	<ul style="list-style-type: none"> Changing and Improving 	<ul style="list-style-type: none"> Making Effective Decisions 	<ul style="list-style-type: none"> Managing a quality service
Purpose	Lead delivery of operational activities to internal and external customers and optimise revenue generation		

Key Accountabilities		
<ul style="list-style-type: none"> Own and maintain the technical roadmap for the Operational pillar, including legacy systems; Ensure technology products within the pillar are successfully maintained enabling a high availability; Leadership of operational teams in the delivery of live services. Ensuring that performance meets agreed service levels and is in line with ISO processes and quality expectations. Provide leadership, direction, coaching and development to a number of multi-disciplined teams ensuring consistency and quality. 	<ul style="list-style-type: none"> Represent the pillars operational teams in managing internal and external relationships, to support and enhance capability and value. Support and promote the T&O vision for strong customer service, role modelling expectations through deep understanding of customer need, quality delivery and responsiveness; Ensure teams have appropriate resource and resilience to meet demand through recruitment and development activity. 	<ul style="list-style-type: none"> Maintain own professional development and expertise in the latest technologies and best practice to support and grow the business

Authority and Scope
<ul style="list-style-type: none"> A member of the Service Owners management team. Lead and plan optimisation of existing technology, and can direct on future technology and implementation. You understand the services supported and the role of your teams ensuring metrics are in place to validate performance and identify improvement opportunities. Responsibility for compliance of any governance related activities and alignment to ISO processes and targets Direct staff development approach ensuring they are capable of supporting current and future services. Represent the practise and team to all levels of the business Line management responsibility. Lead on Service Transition activities ensuring operational readiness. Ensure shift workers complete appropriate risk assessments and H&S issues are managed to resolution.

Internal and External Communications
<ul style="list-style-type: none"> Dialogue with senior customer stakeholders to discuss service priorities and issues of concern with any aspect of its IT provision or to assess impact of change; attend service review meetings; major incident management; SOC working reviews Present information to Project Boards about the service(s) and respond to issues raised; With IT development and delivery colleagues: act as a consultant for client-requested change; negotiate resources; provide input to resolve design and delivery challenges; Customer Relationship teams and directly with customers to understand requirements and issues; Dialogue with corporate service and governance teams to coordinate activity and ensure actions are implemented, including Finance, Procurement, KIM and HR



Skills
<ul style="list-style-type: none"> Resource management; Facilitation; Bridge technical and non-technical; Service reporting Relationship management Strategic planning; Financial management; Draft/author professional/technical documents; Interpret professional/technical documents; DDaT Role: Head of Command & Control

Qualifications, Knowledge and Experience
Essential
<ul style="list-style-type: none"> Agile & ITIL Foundation level / relevant experience Experience in line management; Experience of operating a strategic level in ownership of products and services; Substantial experience of relevant monitoring tools, operating systems and applications and of general networking and remote-working technologies NVQ Level 3 qualifications or equivalent

Desirable
<ul style="list-style-type: none"> Knowledge of operating IT systems within Government environments; Experience of working with the ServiceNow Service Management tool; ITIL Service Operations (V3) or Managing Professional/ Strategic Leader (V4) accredited



Key Responsibilities (general)

You will be responsible for performing these tasks:

- **Asset and configuration management.** You can manage configuration items, related information, service compliance and risks. (Skill level: practitioner)
- **Availability and capacity management.** You can ensure the correct implementation of standards and procedures. You can identify capacity issues, and stipulate and instigate the required changes. You can initiate remedial action. (Skill level: practitioner)
- **Change management.** You can deal with high impact, complex change requests. You can ensure that release policies, procedures and processes are applied. (Skill level: practitioner)
- **Community collaboration.** You can work collaboratively in a group, actively networking with others. You can adapt feedback to ensure it's effective and lasting. You can use your initiative to identify problems or issues in the team dynamic and rectify them. You can identify issues through Agile 'health checks' with the team, and help to stimulate the right responses. (Skill level: practitioner)
- **Continual service improvement.** You can analyse current processes, and identify and implement opportunities to optimise them. You can lead and develop a team of experts to deliver service improvements. You can help to evaluate and establish requirements for the implementation of changes by setting policy and standards. (Skill level: practitioner)
- **Continuity management.** You can manage the runbooks for service continuity. You can manage the processes around service continuity and test the runbooks to ensure that service availability can be maintained in any event. (Skill level: working)
- **Incident management.** You can lead the investigation and resolution of incidents. (Skill level: practitioner)
- **Ownership and initiative.** You can take accountability for issues that occur and be proactive in searching for potential problems. You can achieve excellent user outcomes. (Skill level: practitioner)
- **Problem management.** You can ensure that the right actions are taken to investigate, resolve and anticipate problems. You can co-ordinate the team to investigate problems, implement solutions and take preventive measures. (Skill level: practitioner)
- **Service focus.** You can see the bigger picture by taking groups of services and investigating how to get the best of underlying services. (Skill level: practitioner)
- **Technical understanding.** You can show a thorough understanding of the technical concepts required for the role, and can explain how these fit into the wider technical landscape. (Skill level: practitioner)
- **User focus.** You can give direction on which tools or methods to use. You can demonstrate experience in meeting the needs of users across a variety of channels. You can bring insight and expertise in how user needs have changed over time to ensure they're met by the business. You can apply strategic thinking to provide the best service for the end user. (Skill level: expert)

Key Responsibilities (specific)

You will be responsible for performing these tasks:

Leadership of the Operational delivery of live services Out Of Hours (OOH). Ensuring that performance meets agreed service levels and is in line with ISO processes and quality expectations. Line management responsibility for 5 x TPB5s Team Leaders.

Leadership of a third line service team that seeks to grow its capability and widen its service offering. Ensuring close working with service desk and technical teams you will promote a shift left approach.

Responsibility for ensuring the service, compliance, maintenance and availability of Platforms technical products.

Responsibility for recruiting, or support of recruitment activity, with the Service Owner Platforms, ensuring a capable and resilient workforce.

Key Inform and Consult Areas

These are the tasks where your expertise & advice will be sought:

Line managed and supported by the Platform Service Owner you will have regular dialogue

You will represent Platforms and their service offering across the business in regards to their people, products and processes.

Enhancing the third line capability you will liaise with operations teams, customer teams and external customer SMEs