



Job profile

Service and job specific context statement

Directorate:	Central Services
Service:	Technology and Change
Post title:	Services Manager Corporate Systems
Grade:	N
Responsible to:	Head of Technology Services
Staff managed:	Manage a team of specialist professionals
Date of issue:	March 2021
Job family:	P&T - Professional & Technical

Job context

Technology Services is the technical and service delivery arm of Technology and Change; it under-pins all the council's services and some of its partner's services. The role includes working with regional and national partnerships on shared technology infrastructure and services.

The purpose of the Corporate Systems Team (CST) is to provide Services within T&C's Service Management system, ensuring that all current and future directorate focused IT services are delivered to agreed, achievable targets. All Services and Products are aligned to business capabilities and must meet any statutory process and/or reporting requirements.

CST work closely with T&C Business Relationship Managers, Heads of Service and Service Users as well as those both internal and external to North Yorkshire County Council, with a strong focus on suppliers and contract management.

Managing an operational budget in excess of £1,000,000 with staffing responsibility for 24 ICT staff (grades F, I, K, L).

Job specifics

The role is responsible for Service Level Management, leading the overall management, support and strategic development of the of NYCC's Commercial of the shelf systems (COTS) in the form of Services with T&C's Service Management System. Many of these Services support critical business functions such as Payroll, Pensions, Finance, Adult and Children's Social Care, Customer Resolution Centre and Special Educational needs.

- Drive the application of Service Management within the team and lead practitioner for the practices of Service Level Management, Service Request Management and Supplier Management in T&C, working with Business Relationship Managers to establish and continually improve Services that align business capability to T&C products.
- The post holder is required to deliver their service utilising the best practice outlined in ITIL Service Management framework and is responsible for Services meeting the standards to achieve accreditation to ISO/IEC 20000 service management in relation to the Services provided by the team.
- The service manager must ensure compliance with the policies and standards outlined in the Council's Information Security Management System (ISMS) to ensure the integrity, confidentiality and availability of the Council's information assets is maintained and accreditation to ISO/IEC 27001 is retained.



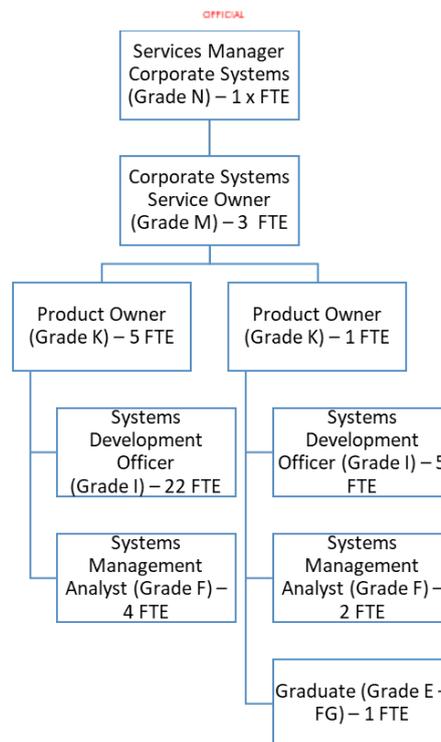
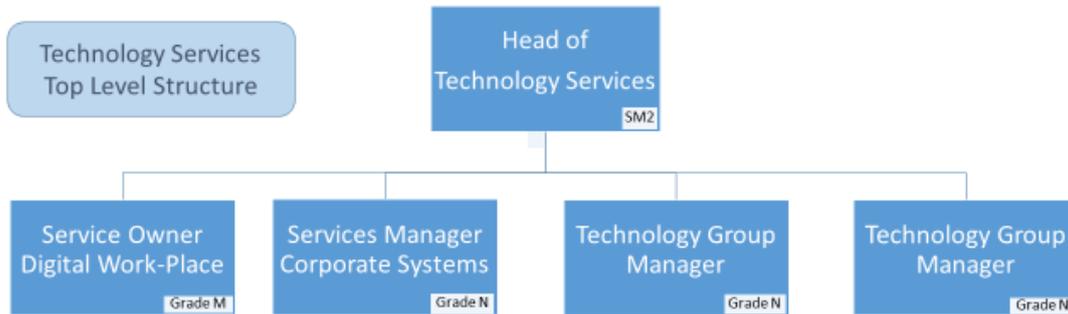
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- Take lead responsibility and ownership for all NYCC commercial off-the-shelf business applications and related system activity including the on-boarding of applications into the Service and Product portfolios.
- Identify and implement opportunities to improve efficiency across the team, specifically where common tasks and procedures can be centralised, automated and/or consolidated.
- In conjunction with other staff across NYCC, take responsibility for the research, development, implementation, configuration and migration of new and improved services.
- Be accountable for the overall service definition and service design associated with new or revised business capabilities that will be enabled through the services the team own.
- To champion the needs of our customers through delivery of ICT-related services, in addition to advocating the effective use of technology across the business.
- To work in conjunction with the Service Desk function, be responsible for the customer satisfaction and complaint process and to be the point of contact for escalation for matters relation to the services the team provides.
- Establish training needs and the proactive provision of specialist training aligned to the pipeline improvements and roadmaps associated with the services and products.
- Manage the second and third-line support service, staffed by skilled business application experts, developing pragmatic solutions to problems identified and ensuring these are acted upon to resolve issues quickly and efficiently with the root cause addressed.
- Manage relationship with application suppliers, escalating and resolving issues and planning upgrades. Influence supplier's development roadmaps. Monitor agreed service levels and performance.
- Devise and design operational processes to ensure continued availability of all Services and their Products.
- Ensure Disaster Recovery arrangements are planned, up to date and tested regularly.
- Maintain appropriate recovery arrangements for all hosted applications.
- Develop processes to ensure the database integrity and data quality used locally and fed into national systems is of the highest accuracy. Devise procedures to continuously improve data quality from sources within and outside the Authority.
- Ensure Service Owners demonstrate knowledge of each business application's capabilities and, in conjunction with Business Relationship Managers and strategic business owners, review the functionality of each business application and provide develop pipeline strategies and roadmaps to ensure that it continually meets changing business needs.
- To be accountable for compliance with release, deployment and change management practice (policies, processes and procedures).
- Work in conjunction with Technology and Change Data Intelligence team to provide; user-defined reports, management information and data analysis.
- Act as resource manager to the Program Management Office ensuring that projects to implement new or changed services have the correct Service Owner allocated to act in the capacity of Senior Supplier for projects.
- Accountable for the development of procedure and team procedures manuals in line with the ITIL framework and information security policies.
- To represent and develop the profile of the Services team with suppliers and the business; to be recognised as the service provider of choice.
- To manage the staff and technology required to ensure timely responses to FOI and Subject Access Requests can be delivered effectively.
- The job specifics also include those outlined in Skills Framework for an Information Age (SFIA) for the skills levels outlined in the person specification below.



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Structure





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Job Description

Job purpose	The core focus of this job is to be accountable for delivery of T&C Services and Products to agreed, achievable service levels and performance targets. Arranging/delivering services within budget. Planning and reviewing services. Promote multi agency liaison and integration. Contribute to the planning and development of new services.
Operational management	<ul style="list-style-type: none"> To act as lead officer in the area of specialism and provide leadership and direction to a team of staff. To ensure the assessment and delivery of the service to meet organisational objectives. To attend or chair planning or review meetings and promote multi-agency work Supporting the senior manager through contributing to the service plan and contributing to the Management Team through providing direction on the production, delivery, monitoring and review of the plan. To provide specialist advice in respect of service management issues to the public, other agencies and other services of the County Council as required To lead service improvement projects Embed a culture of performance management across the service through the development and operation of appropriate monitoring systems and processes focussed on customer outcomes and delivery of key objectives.
Communications	<ul style="list-style-type: none"> Establish respectful, trusting relationships with customers. Develop and use effective communication systems appropriate to the audience. Negotiate effectively with external agencies to ensure best value for the Council. Liaise with internal colleagues and external organisations to deliver and procure services as required. To provide clear leadership to the team of staff to ensure unambiguous direction and performance management.
Partnership / corporate working	<ul style="list-style-type: none"> To promote inter agency working, planning and developing services with other agencies. Record, summarise, share and feedback information to ensure all partners are appropriately informed. Work in a team context forging and sustaining relationships across agencies and respecting the contribution of others working with customers.
Resource management	<ul style="list-style-type: none"> To be responsible for staffing and associated budget. To take responsibility for the performance of the team and manage the overall work of the team, taking responsibility for decision making of escalated issues, professional judgements and delegation as appropriate. To ensure staff in the team are clear about what is expected of them, are kept informed about their performance and enabled to develop the necessary skills and knowledge through supervision, appraisal and development opportunities. Manage budgets as delegated ensuring that expenditure is kept within existing allocations, advising line manager of additional resource requirements and assist with the preparation of an annual budget.
Systems and information	<ul style="list-style-type: none"> To provide relevant data for inclusion in national and regional statistical information, making good use of available information, appraise content and assess what else might be needed



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	<ul style="list-style-type: none"> In conjunction with other service areas, develop initiatives and proposals to promote the work of the service. Prepare and present reports to Committees, Councillors and the public. Use systems and information as appropriate to quality assure the work of other professional and support staff. Effectively evidence management oversight of critical decisions and practice. Ensure service information is available to customers and the general public as appropriate.
Strategic management	<ul style="list-style-type: none"> To contribute to the development of a business plan for the service area to meet the needs of the population served, in line with key performance objectives, priorities and quality assurance principles. To contribute to Corporate Directorate and cross Directorate strategic developments through actively promoting and developing the Service's contribution to both County and Directorate level priorities and objectives as set out in the Corporate Plan and Service Plan. To provide direction on the production, monitoring and review of the procedures and policies for the service. To ensure the County's role in external agencies is delivered. To work with other local authorities and major organisations to achieve this, and represent the County Council on strategic level forums, groups and meetings.

Person Specification

Essential upon appointment	Desirable on appointment
Knowledge <ul style="list-style-type: none"> Best practice in Service Management ITIL v4. In depth knowledge of current guidance and legislation regarding the area of specialism (see context statement) Knowledge of budget and staff management processes. Knowledge and understanding of the service provision 	<ul style="list-style-type: none"> ISO/IEC 20000
Experience <ul style="list-style-type: none"> Managing Service Levels Effective management / leadership experience in managing staff and performance. Significant experience in the technologies deployed by NYCC and managed by the team. Significant experience in developing policy Proven and effective experience of the management of resources in a changing organisational environment, including financial resources. Experience of collaborative inter and intra agency work 	<ul style="list-style-type: none"> Operating with a Service Management System
Occupational Skills <ul style="list-style-type: none"> Ability to assimilate new initiatives, technology and software and interpret information. Confidently uses persuasion, influencing and/or negotiation techniques to influence others in difficult situations. Motivation and leadership skills 	



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<ul style="list-style-type: none"> Identifies possible causes of problems and implements solutions to minimise future occurrence. Ability to act firmly but with tact and understanding Ability to take clear decisions Ability to work in a pressurised environment, deal with competing demands and determine priorities 	
<p>Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role</p> <ul style="list-style-type: none"> A professional qualification or equivalent in the relevant specialism 	<ul style="list-style-type: none"> ITIL v4 Foundation A management or post graduate qualification
<p>Other Requirements</p> <ul style="list-style-type: none"> Ability to travel across the County Ability to attend meetings outside of normal business hours Professional values and attitudes Ability to work both on own initiative and as part of a team Ability to work to specified deadlines 	
<p>Behaviours</p>	<p>Link</p>
<p>Skills Framework for the information Age (SFIA) levels Link</p>	<ul style="list-style-type: none"> Service Level Management AVMT (Level 6) Application Support ASUP (Level 5) Capacity Management CPMP (Level 6) Problem Management PBMG (Level 5) Asset Management ASMG (Level 6) Contract Management ITCM (Level 6)

NB – Assessment criteria for recruitment will be notified separately.

Optional - Statement for recruitment purposes: You should use this information to make the best of your application by identifying some specific pieces of work you may have undertaken in any of these areas. You will be tested in some or all of the skill specific areas over the course of the selection process.