**Job Description**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Role title:** | Head of Service Management | | | | | | **Version number:** | | | 0.1 |
| **Reports to:** | Mike Corrigall | | | | **Function:** | | IT | | | |
| **GGS:** | 15 | | | | **Location:** | | Amersham | | | |
| **Organisation structure & department profile:** | This role reports to the IT Director who in turn reports to the Managing Director. The role manages a team of Designers | | | | | | | | | |
| **Created by:** | **Director:** | Mike Corrigall | | | | | **Date:** | | 18/1/14 | |
| **HR Partner:** | Sarah Molloy | | | | | **Date:** | |  | |
|  |  | | | | | | | | | |
| **Role purpose:** | ideally one, maximum two sentences describing why the role exists  To provide IT service management via a managed service partner | | | | | | | | | |
| **Key Responsibilities & Accountabilities:**  **(In priority order)** | up to 10 key activities undertaken in this role  Operate all MBNL-IT platforms via a managed service partner  Document IT standards and service levels for service management  Ensure that all MBNL-IT platforms adhere to operational and service management standards  Proactively manage service outages bringing them to a prompt and effective conclusion involving all relevant parties appropriately  Leverage standards and best practice  Manage the managed service partner (MSP) by measuring their performance and ensuring that non-conformances are corrected  Ensure that MBNL receives good value for money by controlling MSP spend and re-tendering the contract when necessary  Ensure that all IT platforms are properly managed from a development perspective i.e.  technology trends are tracked and exploited  capacity & performance are managed  conformance with the enterprise architecture  proper management of end of life  re-tendering platform suppliers where necessary  Win full support from MBNL’s share-holders for the OSS platform set and design and development standards  Proactively support the delivery of the road-mapped products and services  Become a respected opinion leader for IT Service Management within the share-holder IT community  Constructively challenge MBNL and Share-Holder management in relation to IT Service Management  Ensure full alignment with MBNL strategic and tactical objectives  Proactively encourage a healthy working environment leading to satisfied managers, team members and peers | | | | | | | | | |
| **Key Challenges:**  **(in priority order)** | key challenges specific to the role  Achieve excellent service levels from the Managed Service Provider  Upgrade the IT estate to meet minimum service management standards  Win full support from MBNL’s share-holders for the IT service management standards and processes | | | | | | | | | |
| **People Management:** | **Manages people?** | | | | | | | Yes | | |
| **If yes, direct or virtual (project)?** | | | | | | | Virtual | | |
| **Responsible for:**  allocation of work (task based)  setting direction (objective based)  performance management  recruitment  absence management | | | | | | | Financial  *yes*  *yes*  *yes*  *yes*  *yes* | | |
| **No of direct reports:** | | | | | | | 4-6 | | |
| **Overall team size (headcount):** | | | | | | | 4-6 | | |
| **Other People Mgt comments:** | Must have excellent stake-holder management and vendor management skills | | | | | | | | | |
| **Financial:** | **Cost centre manager** | | | No | |  | | | | |
| **OPEX responsibility** | | | £500k | | indirect | | | | |
| **CAPEX responsibility** | | | £15m | | Indirect | | | | |
| **P&L responsibility** | | | £0 | | n/a | | | | |
| **Other Financial Impact comments:** | Must be consistently mindful of the requirement to deliver excellent value to MBNL share-holders | | | | | | | | | |
| **Key Relationships:**  **(level, nature & purpose)** | **level** refers to organisational level (e.g Director)  **nature** refers to type of communication e.g. strategic, influencing, negotiating, providing technical information to non-technical audience etc.  **purpose** refers to the required outcome of the interaction – why is the relationship and interaction necessary?  **within own function:**  Level: Director and Director-reports  Nature: strategic, influencing, negotiating  Purpose: Delivery of IT objectives  **across other function:**  Level: Director and Director-reports  Nature: strategic, influencing, negotiating  Purpose: Delivery of MBNL objectives  **external suppliers:**  Level: Director and Director-reports  Nature: strategic, influencing, negotiating  Purpose: Delivery of MBNL objectives  **external customers:**  Level: Director and Director-reports  Nature: strategic, influencing, negotiating  Purpose: Achievement of share-holder objectives | | | | | | | | | |
|  | **Other key relationship comments:** | | | | | | | | | |
| **MBNL behaviours** | Please select key behaviours listed on strategy on a page  Take personal responsibility  One team  Be clear  Challenge themselves and others to continually improve & innovate  Care passionately about our Shareholders’ success | | | | | | | | | |
| **Critical Knowledge & Experience (non time related):** | **professional / technical**  professional qualifications or equivalent; technical skills | | | | | | | | | |
| **must have:** | | Experience as Service Delivery Manager or Operations Manager in mobile telecoms sector  Experience of managing IT services to the complete satisfaction of stake-holders  Experience of OSS in the mobile telecoms sector | | | | | | | |
| **nice to have:** | | OSS, BSS and Network Management Tools experience in the mobile telecoms sector  Sufficient IT technical knowledge to be able to perform operational duties | | | | | | | |
| **business / context**  internal company knowledge (policies; procedures; strategies); industry background; knowledge of external market | | | | | | | | | |
| **must have:** | | Knowledge of mobile telecoms organisational hierarchy | | | | | | | |
| **nice to have:** | | Knowledge of the radio access network processes and best practice | | | | | | | |
| **Skills and knowledge:** | Skills and knowledge required for recruitment purposes should be recorded here. Please select from the list below   * **Knowing the Commercials** * **Planning & Organising** * **Creating the Strategy** * **Working Collaboratively** * **Influencing & Persuading** * **Focusing on the Customer** | | | | | | | | | |
| **Any other comments:** |  | | | | | | | | | |