**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 existsTo provide IT service management via a managed service partner |
| **Key Responsibilities & Accountabilities:****(In priority order)** | up to 10 key activities undertaken in this roleOperate all MBNL-IT platforms via a managed service partnerDocument IT standards and service levels for service managementEnsure that all MBNL-IT platforms adhere to operational and service management standardsProactively manage service outages bringing them to a prompt and effective conclusion involving all relevant parties appropriatelyLeverage standards and best practiceManage the managed service partner (MSP) by measuring their performance and ensuring that non-conformances are correctedEnsure that MBNL receives good value for money by controlling MSP spend and re-tendering the contract when necessaryEnsure that all IT platforms are properly managed from a development perspective i.e.technology trends are tracked and exploitedcapacity & performance are managed conformance with the enterprise architectureproper management of end of lifere-tendering platform suppliers where necessaryWin full support from MBNL’s share-holders for the OSS platform set and design and development standardsProactively support the delivery of the road-mapped products and services Become a respected opinion leader for IT Service Management within the share-holder IT communityConstructively challenge MBNL and Share-Holder management in relation to IT Service ManagementEnsure full alignment with MBNL strategic and tactical objectivesProactively encourage a healthy working environment leading to satisfied managers, team members and peers |
| **Key Challenges:****(in priority order)** | key challenges specific to the roleAchieve excellent service levels from the Managed Service ProviderUpgrade the IT estate to meet minimum service management standardsWin 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 managementrecruitmentabsence 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-reportsNature: strategic, influencing, negotiatingPurpose: Delivery of IT objectives**across other function:**Level: Director and Director-reportsNature: strategic, influencing, negotiatingPurpose: Delivery of MBNL objectives**external suppliers:** Level: Director and Director-reportsNature: strategic, influencing, negotiatingPurpose: Delivery of MBNL objectives**external customers:**Level: Director and Director-reportsNature: strategic, influencing, negotiatingPurpose: Achievement of share-holder objectives |
|  | **Other key relationship comments:** |
| **MBNL behaviours** | Please select key behaviours listed on strategy on a pageTake personal responsibilityOne teamBe clearChallenge themselves and others to continually improve & innovateCare 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 sectorExperience of managing IT services to the complete satisfaction of stake-holdersExperience of OSS in the mobile telecoms sector |
| **nice to have:** | OSS, BSS and Network Management Tools experience in the mobile telecoms sectorSufficient 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**
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| **Any other comments:** |  |