**Job description**

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| **Role title:** | Head of Service Operations | **Version number:** | 1.0 |
| **Reports to:** | Operations Director  | **Directorate:** | Operations |
| **GGS:** |  | **Location:** | Amersham |
| **Organisation structure & department profile:** | MBNL is a joint venture delivering an outstanding customer experience to EE and Three in support of their business plans and goals. The Operations team is accountable for delivering the performance of the network to an agreed service level through the current Managed Service Partner Ericsson. The team support the ambition of “Best Network at Lowest Cost”The Operations Team is made up of circa 30 people, 13 of which report directly into this role. They form the core team that directs the Managed Service Partner, collaborates with the Shareholder teams and, utilises the wider skills, knowledge and experience of the whole MBNL team to deliver against the Operations targets.The Head of Service Management is a senior role within the organisation, it is a key member of the Operations Leadership Team and will help to shape, drive and lead change. |
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| **Role purpose:** | To ensure that strategic and BAU activities across the Service Operations Team are managed and delivered appropriately.A member of the Leadership Team for Operations the incumbent is responsible for supporting the Operations Director to translate business iniatives into a vision for the team and to identify, develop and deliver the roadmap for Operations Directorate to deliver short term and long term needs. It is the role of the leadership team for Operations to work collaboratively to gather and understand their customers needs and needs of the business (internally and externally). To socialise and gain commitment from their suppliers (internally and externally) and set stretching SLA’s. The incumbent is responsible for translating the wider teams vision and roadmap for the Service Operations area of the business.The incumbent is responsible for constructively challenging the Operations leadership team and wider business to ensure we create a positive working environement and focus on people, execution and customers. The Head of Service Operations has ultimate responsibility for ensuring their team delivers the strategic and BAU work across to their customers internally and externally |
| **Key Responsibilities & Accountabilities:****(In priority order)** | * Responsible for setting and creating the vision and agenda for the Service Operations team
* Deliver against contractual service levels and key performance indicators.
* Orchestrate a complex eco-system of stakeholders
* Own the Problem and Change Management functions and support the Incident Management function managed by Managed Service Partners (MSP).
* Develop excellent relationships with key stakeholders at all levels.
* Drive and measure performance of the MSP that provides the end service.
* Identify key strategic areas of focus and help develop the Continuous Service Improvement (CSI) plan.
* Support the Service Design activities and aid in the development of operational requirements for new products and services.
* Provide a point of escalation for the MSP in case of crisis incidents. Ensure proactive communications processes for major incidents to all stakeholders
* Control and approve budget spend in connection with service restoration, ensuring an appropriate balance between cost and customer impact.
* Deliver sophisticated Service Operations Insight through appropriate reporting existing or new.
* Specify OSS requirements that will support the automation of processes, towards achieving zero avoidable downtime and predictive failure operations.
* Define, build and grow MBNL’s culture: understand what drives high performance, engagement and delivery. Actively support MBNL’s People Agenda and drive positive improvements across the business
* Manage resources appropriately. Hire the right people with the right attitudes and review your mix of permanent and contractors
* Manage the performance of your team, drive high performance by setting stretching and challenging objectives. Continually review these and provide feedback on an on-going basis
* Be a true service provider – understand your customers needs and encourage your team to deliver a great service internally and externally
* Identify and develop talent across the whole organisation. Develop, support and coach MBNL staff to shine
* Provide feedback and recognition across the whole organisation
* Be an active member of the GGS15 community, create, deliver and embed change initiatives that positively drive performance and engagement
* Manage employee relations issues as they arise (and proactively prevent them from occurring), using the People Team where appropriate
* Challenge the status quo, keep abreast of the external market and use this to drive improvements, continuous improvements and learning
* Be a role model for the MBNL way
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| **Key Challenges:****(in priority order)** | 1. Challenge, coach and support managers and leaders to demonstrate the MBNL Way, ensuring that feedback becomes a regular occurrence. Develop our staff to shine
2. Managing the different Shareholder network performance goals and ambitions ensuring equity of service
3. Managing a range of stakeholders, at varying levels from working to C level using advanced stakeholder management and communciations techniques
4. The significant number of changes that are planned to take place on the network daily, whilst maintaining high levels of network performance
5. Operational input and control of new technologies and services
6. Ensuring the network is up to spec, managing aging and obsolescence equipment
7. A number of applications and services with which to operate the network, made up of old legacy systems
8. Managing multiple large partners to deliver a superior service, in a complicated ecosystem
9. Managing through partners, utilising contracts and influencing rather than through a large team under the direct management and control of the Ops Director
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| **People Management:** | **Line Manager?** | yes  |
| **Virtual (project) Manager of people?** | yes  |
| **Responsible for:**allocation of work (task based)setting direction (objective based)performance managementrecruitmentabsence management | yes yes yes yes yes  |
| **No of direct reports:** | Circa 13 |
| **Overall team size (headcount):** | Circa 30 |
| **Other People Mgt comments:** |  |
| **Key Relationships:****(level, nature & purpose)** | **within own function:**Leading and motivating direct reports**across other function:**Leading and motivating peers and employees across other business functions, in line with the MBNL Way**external suppliers:** Working with suppliers to ensure all aspects of performance in relation to Operations are maximised. Ensuring great relationships are forged for the greater benefit of MBNL’s vision**external customers:**Have an excellent working relationship with MBNL’s Shareholders, having regard to their ambitions regarding the network. Chair meetings as necessary with various seniority of staff within the shareholders |
|  | **Other key relationship comments:** |
| **Key MBNL behaviours** | **Shine:** Be an ambassador for MBNL.Be courageous and resilient. Grow and stretch yourself, rise to the challenge**Collaborate:** Be positive. Actively seek others out and build effective relationships. Have open, honest & transparent conversations**Deliver:** Create a plan, regularly review and measure against that plan. Have a can-do attitude, learn from your experience**Lead:** Create, innovate and inspire. Challenge the norm and bring people on the journey |
| **Critical Knowledge & Experience (non time related):** | **professional / technical** |
| **must have:** | * An interet in external market factors and industry developments. A proven track record of bringing the outside into your organisation and using this to drive improvements
* Extensive experience (more than 10 years) in Service Management in Telecoms and/or IT. Exceptionally strong candidates from other areas (eg utilities) may be considered.
* Demonstrable experience in all areas of Service Management with specific achievements
* Excellent Results in Real-time operations
* Outstanding results in Problem Management and CSI.
* Experienced with outsourcing contracts
* Excellent team player in a complicated eco-system.
* operations, metrics and tools.
* Certified in Service Management and Project Management
* Budget management experience (capex and opex) with savings achievements
* Experienced in Customer Experience
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| **nice to have:** | * An understanding of the wider role of MBNL and an appreciation of how teams interacts and their role
* Have executed at least 2 transformations such as MSP outsourcing and/or insourcing and/or migration.
* Have worked for both MSPs and CSPs
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| **business / context** |
| **must have:** | * Proficient in Telecoms and IT technology.
* A proven track record in leadership, creating positive climates, articulating a vision, managing change and inspiring people
* An understanding of employment law and experience of positively management routine employee relation issues
* Experience of coaching and developing people to be their best
* An ability to build positive relationships and an understanding of organisational politics. An ability to use these to socialise and influence stakeholders
* An understanding of the health of the organisation and a passion for employee engagement.

A proven track record in continuous improvement and an understanding of how to drive high and manage high performance teams |