**Job description**

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| **Role title:** | Problem Manager | **Version number:** | 1.0 |
| **Reports to:** | Head of Service Operations | **Directorate:** | Operations |
| **GGS:** | 13 | **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” |
| **Created by:** | **Director:** | Nikos Babalis | **Date:** | 01/09/17 |
| **HR Partner:** | Sarah Molloy | **Date:** | 01/09/17 |
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| **Role purpose:** | Act as escalation point for suppliers in order to investigate, assess and resolve problems with the ESN network. Coordinate investment sign off if required to resolve problems. Liaise with Shareholder problem management teams to support network KPIs. Governance of supplier lead Problem Management. |
| **Key Responsibilities & Accountabilities:** | The Problem Manager contributes to delivering the Operations outcomes of: * Predicting and preventing negative impacts on the ESN network
* Providing insight on supplier performance in problem management and challenging where appropriate.
* Identifying areas for continuous service improvement

The activities that deliver this are:* Responsible for signing off workarounds to problems suggested by the supplier.
* Where required, responsible for resolving problems
* Responsible for reviewing major problems report provided by suppliers.
* Responsible for identifying risks to the network.
* Responsible for maintaining supplier and shareholder relationships in the areas they work on where appropriate.
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| **Meetings**  | **Attend meetings required and support inputs as detailed in the Operations Meetings Register for MBNL** |
| **Key Challenges** | * Ensuring Managed Service Provider (MSP) deliverables and outcomes are aligned to shareholder expections
* Development of skills and environment to stay relevant to shareholder expectations
* Apportioning time to most important priorities for MBNL and shareholders whilst also working efficiently with the MSP to ensure there are no barriers to success
* To move Service Operations from a Network transactional function to a Customer Centric led function
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| **Key Relationships**  | * Managed Service Provider (currently Ericsson)
* Shareholder interfaces (both Implementation and Operational)
* Non-Operations MBNL leads
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| **People Management:** | **Line Manager?** | No |
| **Virtual (project) Manager of people?** | NA |
| **No of direct reports:** | 0 |
| **Overall team size (headcount):** |  |
| **Which roles report into this role** |  |
| **Financial:** | **Budget manager** | No |  |
| **OPEX responsibility** | £0 |  |
| **CAPEX responsibility** | £0 |  |
| **P&L responsibility** | £0 |  |
| **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 |
| **Skills Framework for the Information Age** | **Overall SFIA Level 4****Selected Skills and Levels****Problem Management: Level 5**Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s). Enables development of problem solutions. Coordinates the implementation of agreed remedies and preventative measures. Analyses patterns and trends.**Project Management; Level 4**Defines, documents and carries out small projects or sub-projects (typically less than six months, with limited budget, limited interdependency with other projects, and no significant strategic impact), alone or with a small team, actively participating in all phases. Identifies, assesses and manages risks to the success of the project. Agrees project approach with stakeholders, and prepares realistic plans (including quality, risk and communications plans) and tracks activities against the project schedule, managing stakeholder involvement as appropriate. Monitors costs, timescales and resources used, and takes action where these deviate from agreed tolerances. Ensures that own projects are formally closed and, where appropriate, subsequently reviewed, and that lessons learned are recorded. |
| **Critical Knowledge & Experience (non time related):** | professional / technicalprofessional qualifications or equivalent; technical skills |
| **must have:** | * Demonstrable experience in a Customer Centric Service Operations Problem Management role
* Good understanding of problem management functions
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| **nice to have:** | * ITIL (or equivalent) Problem management education
* Formal communications qualification
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| **business / context**internal company knowledge (policies; procedures; strategies); industry background; knowledge of external market |
| **must have:** | * Experience of stakeholder management
* Confident leadership style
* Knowledgeable of mobile infrastructure
* Stay calm under pressure
* Good at prioritising
* Matrix management experience
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| **nice to have:** | * Knowledge of mobile industry challenges (i.e. spectrum, sites)
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| **Any other comments:** |  |