

Job description

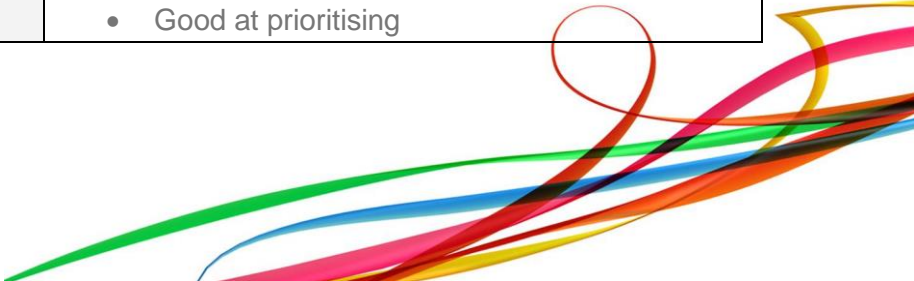
Role title:	Service Operations Manager		Version number:	1.0
Reports to:	Head of Service Operations	Directorate:	Operations	
		Location:	Reading	
Organisation structure & department profile:	<p>MBNL is a joint venture delivering an outstanding customer experience to EE and Three in support of their business plans and goals.</p> <p>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”</p>			

Role purpose:	Responsible for assuring incidents and acting as an escalation point for suppliers on incidents. Responsible for Service Pack A, C and D in Ryder.
Key Responsibilities & Accountabilities:	<p>The Service Operations Manager contributes to delivering the Operations outcomes of:</p> <ul style="list-style-type: none"> Acting as the escalation point for incident management and provide assurance and reporting to shareholders. Reporting and monitor KPI's providing valuable insight. Predicting and prevent negative impacts on the network. Supporting CSI initiatives. Engaging effectively with shareholders and suppliers. <p>To deliver the outcomes, the Service Operations Manager has the following responsibilities:</p> <ul style="list-style-type: none"> Accountable for assuring incident management activity in suppliers. Accountable for the Major Incident Procedure. Responsible for being the management escalation point for suppliers for incidents that need escalation. Responsible for incident closure. Responsible for reviewing reports on service quality of suppliers. Provide input to Initial Impact Assessment completion. Responsible for monitoring SLAs for suppliers in incident management and managing supplier performance.

	<ul style="list-style-type: none"> Responsible for identifying risks to the network. Responsible for assuring service security. 		
Meetings	Attend meetings required and support inputs as detailed in the Operations Meetings Register for MBNL		
Key Challenges	<ul style="list-style-type: none"> Ensuring Managed Service Provider (MSP) deliverables and outcomes are aligned to shareholder expectations Development of team skills and environment to stay relevant to shareholder expectations Apportioning own and teams 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 		
Key Relationships	<ul style="list-style-type: none"> Managed Service Provider (currently Ericsson) Shareholder interfaces (both Implementation and Operational) Non-Operations MBNL leads 		
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	direct
	CAPEX responsibility	£0	direct
	P&L responsibility	£0	direct / indirect / n/a
Key MBNL behaviours	<p>Shine: Be an ambassador for MBNL. Be courageous and resilient. Grow and stretch yourself, rise to the challenge</p> <p>Collaborate: Be positive. Actively seek others out and build effective relationships. Have open, honest & transparent conversations</p> <p>Deliver: Create a plan, regularly review and measure against that plan. Have a can-do attitude, learn from your experience</p> <p>Lead: Create, innovate and inspire. Challenge the norm and bring people on the journey</p>		
Skills Framework for the Information Age	<p>Overall SFIA Level 4 Selected Skills and Levels Incident Management: Level 5 Ensures that incidents are handled according to agreed procedures. Investigates escalated incidents to responsible service owners and seeks resolution. Facilitates recovery, following resolution of incidents. Ensures that resolved incidents are properly documented and closed. Analyses causes of incidents, and informs service owners in order to minimise probability of recurrence, and contribute to service improvement. Analyses metrics and reports on performance of incident management process.</p> <p>Contract management: Level 4 Sources and collects contract performance data, and monitors performance against KPIs. Identifies and reports under-performance</p>		



	<p>and develops opportunities for improvement. Monitors progress against business objectives specified in the business case. Identifies where change is required, and plans for variations. In consultation with stakeholders, ensures that change management protocols are implemented.</p> <p>Security administration: Level 5 Monitors the application and compliance of security administration procedures and reviews information systems for actual or potential breaches in security. Ensures that all identified breaches in security are promptly and thoroughly investigated and that any system changes required to maintain security are implemented. Ensures that security records are accurate and complete and that request for support are dealt with according to set standards and procedures. Contributes to the creation and maintenance of policy, standards, procedures and documentation for security.</p> <p>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.</p>	
Critical Knowledge & Experience (non time related):	professional / technical professional qualifications or equivalent; technical skills	
	must have:	<ul style="list-style-type: none"> • Formal communications qualification • Security Check cleared • Demonstrable experience in a Customer Centric Service Operations role • Good understanding of monitor and alert practices
	nice to have:	<ul style="list-style-type: none"> • ITIL (or equivalent) Operational standards education
	business / context internal company knowledge (policies; procedures; strategies); industry background; knowledge of external market	
	must have:	<ul style="list-style-type: none"> • Experience of stakeholder management • Confident leadership style • Knowledgeable of mobile infrastructure • Stay calm under pressure • Good at prioritising



		<ul style="list-style-type: none">• Matrix management experience
	nice to have:	<ul style="list-style-type: none">• Knowledge of mobile industry challenges (i.e. spectrum, sites)
Any other comments:		

