**Job Description**

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| **Post Title** | Digital and Data Service Manager |
| **Directorate** | Digital and Data |
| **Reports to** | Head of IT Delivery |
| **Direct Reports** | Service Desk Specialists, D&D Administrator, Service Management Specialists, Subject Matter Experts. Employees of service contracts, internal and external specialists, contractors, and partner suppliers |
| **Salary Band** | SP36-SP40 |
| **Key Relationships** |  |

**Role Purpose**

* To lead and manage the delivery of a high performing, effective and efficient service desk, and service management function to WMCA and partner organisations.
* To lead and manage a Single Point of Contact for Digital and Data functions, with responsibility for the management and delivery of processes and practices

**Responsibilities**

* Support, deliver, govern, and continually improve the Digital and Data strategic transformation plan to improve customer experience.
* Lead and manage the creation and management of a continual improvement programme for Digital and Data Service Management and Service Desk, including the development and management of a service management roadmap and ITSM tools
* Manage and develop service level agreements (SLA’s), operational level agreements (OLA’s) and any other contractual obligations to WMCA, partners and suppliers
* Manage the Digital and Data service performance against agreed SLA’s, OLA’s and contracts
* Lead, manage and develop the Service Desk function to ensure that processes are delivered to expected quality and efficiency.
* Lead, own and manage ITIL processes, including Incident, Problem, Service Request and Change and Release Management
* Responsible for conducting root cause analysis on all service desk calls, particularly priority calls, seeking and addressing process failures to identify lessons learnt and continuous improvement
* Responsible for the delivery of the Major Incident process, ensuring resolution is in line with the business defined major incident policy, process, and communication plan.
* Manage and be responsible for the end-to-end lifecycle of assets across the Digital and Data service and ensure a continual rolling replacement programme
* Maintenance of robust service desk and service management procedures, facilities, and tools (for example Knowledge Articles), ensuring documentation is kept up to date and is accessible
* Lead, own and manage the Digital and Data Service Catalogue
* Manage relationships with stakeholders effectively and co-ordinate activities across hierarchical and matrixed teams, including managing associated communications through clear reporting
* Lead the service introduction between project delivery, technical teams, and business as usual activities to Service Desk and Service Management
* Lead, own and manage the Change Management process to help deliver an effective and efficient process, to minimise unpredicted impact on production services and reduce business risk
* Ensure changes are recorded, evaluated, authorised, prioritised, planned, tested, implemented, documented, and reviewed in a controlled manner and plan and control the movement of releases from test and live environments.
* Lead and deliver automation, innovation in analysis and processes to improve quality and efficiency within Digital and Data Service Desk and Service Management
* Lead and manage support to team members, ensuring they are delivering Digital and Data’s environment, expectations and behaviours which provides a high performing, high customer focused team culture

**People Management**

* The role holder will be responsible for the management of the Service Desk function and several Digital Data staff (permanent, temporary, and fixed term contracts)
* The role holder will also be responsible for the management of employees under managed service provider contracts.

**Decision Making Authority**

* The role holder will have financial and procurement authority as set out in WMCA’s scheme of delegation
* The role holder will have delegated decision-making authority across areas of responsibility as set out by the Head of IT Delivery

**Person Specification**

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| ***Please specify (X) whether the experience required is Essential (E) or Desirable (D)*** | | | **Assessment Method** | | |
| **Experience** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| Significant experience of IT Service Management gained at management level | x |  | x | x |  |
| Experience in managing service desk function /service desk processes | x |  | X | x |  |
| Experience in managing the delivery of IT services from project delivery to BAU | x |  | x | x |  |
| Significant experience of managing IT service relationships with customers and service providers | x |  | x | x |  |
| Experience in provision of regular performance statistics and KPI data and escalation of trending data | X |  | x | x |  |
| **Skills/Knowledge/Abilities** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| Understanding of Service Level Agreements and Operational Level Agreements | X |  | x | x |  |
| Knowledge of creating, delivering and KPI’s across Digital and Data functions | x |  | x | x |  |
| Knowledge of creating and management Service Catalogues | X |  | x | x |  |
| Knowledge of service improvement activities across ITIL processes and functions | x |  |  | x |  |
| **Qualifications/ Professional Memberships** | **E** | **D** | **App\*** | **Int\*\*** | **Other\*\*\*** |
| ITIL Foundation v4 | x |  | x |  |  |
| ITIL Lifecycle Certificate in Service Operations or ITILv4 Managing Professional Certificate |  | x | x |  |  |
| Educated to degree level |  | x | x |  |  |

*\* Application \*\* Interview \*\*\* Details will be shared at interview stage*

**Core Expectations**

Our culture is underpinned by what we do and how we do it. Our behaviours outline the ways we need to work to deliver success, become truly inclusive, and make the organisation somewhere where everyone can give their best contribution.

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| **Value** | **Competency** | **Behaviour** |
| **Collaborative** | Team Focused | Works as part of team, managing and leading. |
| Service Driven | Customer, resident, and partner focused. |
| **Driven** | Empowered & Accountable | Takes ownership and leads when needed. |
| Performance Focused | Ambitious and going the extra mile. |
| **Inclusive** | ‘One Organisation’ Mindset | Believe in each other’s expertise. |
| Open & Honest | We do what we say we are going to do. |
| **Innovative** | Forward Thinking | Embrace change and open to new possibilities. |
| Problem Solving | Go for clear and simple whenever possible. |

**Health and Safety**

All employees have a duty to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work; and co-operate with their employer so far as is necessary to enable it to successfully discharge its own responsibilities in relation to health and safety.

**Equality and Diversity**

To promote and champion equality and diversity in all aspects of the role

**Learning and Development**

To participate in and take responsibility of any learning and development required to carry out this role effectively.

**Performance Management**

To actively engage in the performance management process and take responsibility for managing performance outcomes.

**GDPR (General Data Protection Regulation)**

To ensure the reasonable and proportionate protection, processing, sharing, and storing of WMCA information in accordance with the relevant legislation, corporate policies, and in the best interests of the data subjects (Data Protection/GDPR), the WMCA, our partners, and the West Midlands, in all aspects of the role.

**Other**

* There will be a requirement to ensure that support is provided between 08:00 – 17:00 Monday to Friday excluding bank holidays.
* There may be a requirement to work outside normal office hours to support WMCA’s Digital and Data systems
* There will be a requirement to work at any organisation sites as required and travel may be required on occasion