

Job Description

Post Title:	Service Management and Performance Specialist
Directorate:	Digital and Data
Reports to:	Service Manager
Direct Reports:	0
Salary Band:	SP24-SP28

Role Purpose

- To assist in the alignment of ICT systems and services in accordance with ITIL best practice guidelines. To assist in ensuring all live systems and services are fit for purpose and fit for use whilst ensuring systems integrity, availability, and continual improvement.
- To be an ambassador, to maintain and increase the effectiveness, efficiency, and adoption of best practices within IT Service Management.
- To assist in the delivery of performance information for Digital and Data.

Responsibilities

- Coordinate and Analyse service desk calls including Service Requests, Incidents, Changes and Problems and raise any queries.
- To assist in the effective implementation of ITIL practices that add value to Digital and Data.
- To assist in maintaining good IT Service Management best practice (ITIL).
- To ensure that all ICT processes adhere to standards, aligning with the ITIL maturity model.
- To assist in the updating of a Service Portfolio and Service Catalogue, including the continual management of the Service Catalogue.
- Supporting the management of Major incidents, providing punctual actions, requesting the vendor of identifying root causes and defining remedial measures (problems, prevention, and avoidance).
- To assist the ICT Change Manager to help deliver an effective Change Management process, ensuring that changes are recorded, evaluated, authorised, prioritised,

planned, tested, implemented, documented, and reviewed in a controlled manner, to minimise unpredicted impact on production services and reduce business risk.

- To assist in the planning and controlling of the movement of releases to test and live environments.
- To assist in process design, construction, implementation, and documentation.
- To create and assist in the Continual Service Improvement Programme (CSIP).
- To collect data, monitor, analyse and report on all Digital and Data services and assist in making recommendations for any continual service improvements.
- Analysis of key and local performance indicators; managing business performance to KPIs at functional levels.
- To monitor and report on service level agreements, operational level agreements and underpinning contracts.

People Management

- The post holder will not be responsible for any staff.

Decision Making Authority

- The role holder may have financial and procurement authority as set out in WMCA's scheme of delegation.

Person Specification

<i>Please specify (X) whether the experience required is Essential (E) or Desirable (D)</i>			Assessment Method		
Experience	E	D	App*	Int**	Other***
Experience of monitoring and analyzing data	X		X	X	
Strong analytical skills, including the ability to interpret and explain complex information to audiences with varying degrees of expertise		X			
Proven ITIL Service Management experience such as at least one of these processes such as: Service Request, Incident/Problem, Change, Release and Deployment Management.	X		X	X	
Skills/Knowledge/Abilities	E	D	App*	Int**	Other***
You will be ideally educated to Degree-level, (or have equivalent experience in similar role).	X		X		
Have a passion, interest, and the ability to be an advocate for Best Practices.	X			X	
Knowledge of ITIL 4 backed by at the very least by a ITIL 4 Foundation level certification.	X		X		

Being dynamic, self-motivated, and working independently using own initiative.	X				
Results Focused and Driven.	X				
Customer and User Focused (Internal & External).	X				
Excellent communication and presentation skills, including a proven ability to persuade and influence others using a variety of communication styles.		X			
Exposure to service level agreements and suppliers' management and service monitoring methods.	X				
Qualifications/ Professional Memberships	E	D	App*	Int**	Other***
ITIL Foundation Certificate is desirable or willingness to undertake training in ITIL 4.	X		X		
Qualified to degree level (or equivalent) in an ICT related discipline is desirable.		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.

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.