

Service and Transition Manager

Department: Cabinet Office

Division: Modernisation and Digital

Reports to: Head of Technology

JE Ref: CB1019

Grade: CS13

JE Date: 18/05/2023

Job purpose

The Service & Transition Manager leads the team to ensure that technology & service change is introduced in a safe, standardised and efficient manner. The Service & Transition manager owns frameworks and leadership for service transition and co-ordinate required resources. The Service & Transition Manager controls the product life cycle for systems, which will enable change.

The Service Transition Manager approves products and services for introduction to the Government of Jersey environment. This includes owning the Change process and controlling changes to ensure overall system stability and overseeing and controlling all changes to product lifecycle so that changes are made with minimal impact on IT services.

Job specific outcomes

- Manage IT Service Delivery Management - operating, managing and supporting effective processes for our systems and services.
- Ensure that effective service delivery is included in the Design Authority reviews and the Minimum Enterprise Requirements (MERs)
- Lead ongoing analysis end-to-end systems and services across the full lifecycle to enhance output.
- Define, develop, deliver and embed effective ITIL processes across the function, including reviewing current processes, and implementing improvements.
- Engage with the Project Management Office to ensure that all new Service releases comply with organisational deployment.
- Responsible for the definition of processes and implementation of controls to safeguard the quality of the services transitioned into Operations.
- Own key IT methodology processes and key ITIL service process such as Change, Incident and Problem management.

- Oversee all repeatable processes being communicated in organisational Standard Operational Procedures to guarantee business continuity in future.

Own relationships with third parties, ensuring awareness of relevant policies and procedures, and working toward Delivery of Service level Agreements.

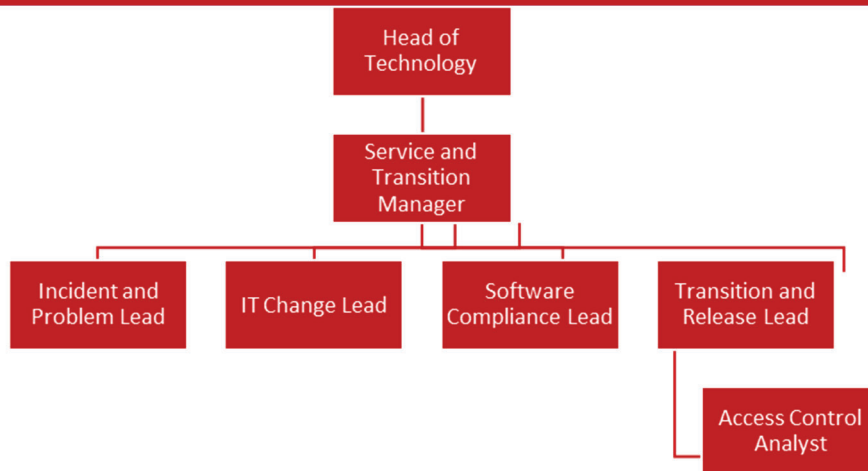
- Manage the Delivery of a software license Service, ensuring the organisation gains maximum benefit from software license agreements and services.

Statutory responsibilities

Active engagement, participation, and compliance with other statutory responsibilities applicable to the role, as amended from time to time.

This role is politically restricted. The job holder is not permitted to undertake political activity involving standing for election to the Government or as a Parish Constable, or publicly support someone who is standing for election or playing a public part in any political manner.

Organisational structure



ONE GOVERNMENT

Office of the Chief Executive

Customer and Local Services

Children, Young People, Education and Skills

Health and Community Services

Justice and Home Affairs

Treasury and Exchequer

Growth, Housing and Environment

Strategic Policy, Performance and Population

Chief Operating Office

Person Specification

Specific to the role

| ATTRIBUTES | ESSENTIAL | DESIRABLE |
|---|--|--|
| <p>Qualifications <i>Please state the level of education and professional qualifications and / or specific occupational training required.</i></p> | <p>Educated to degree in a subject with a high degree of analytical or numerical content, or demonstrate such a level of equivalent qualifications and experience</p> | <p>ITIL Foundation Certificate, ITIL specialist qualifications. ITIL Intermediate or Expert Qualification Programme Management qualification preferred</p> |
| <p>Knowledge <i>This relates to the level and breadth of practical knowledge required to do the job (e.g. the understanding of a defined system, practice, method or procedure).</i></p> | <p>Hold enterprise experience of IT service delivery management across the service lifecycle (end-to-end), with demonstrable experience of implemented and working with ITIL principles. Have strong communication and organisational skills both verbally and in writing where you can adapt your delivery to suit a wide variety of audiences. Up to date IT knowledge including product and system knowledge Understanding of commercial arrangements and remediation of third party non-compliance with SLAs Knowledge of risk management frameworks</p> | |
| <p>Technical / Work-based Skills <i>This relates to the skills specific to the job, e.g. language fluency, vehicle license etc.</i></p> | <p>Ability to coach, develop and lead technical teams</p> <p>Confident in leading in meetings and presenting on knowledge</p> <p>Strong data handling, organisational, planning skills</p> | |
| <p>General Skills/Attributes <i>This relates to more general characteristics required to do the job</i></p> | <p>A highly analytical mind-set with outstanding critical thinking and problem-solving skills analytical skills to their Role</p> <p>Postholder will promote a mentoring mentality within the team</p> | |

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| <p><i>effectively, e.g. effective written communication skills, ability to delegate, motivation or commitment etc.</i></p> | <p>Postholder will have good change management and technical risk assessment skills, apply appropriate caution and discipline</p> <p>Strong customer services skills, able to gain rapport quickly and build effective and trusting working relationships with our customers</p> <p>Strong communication skills both written and verbal. Deliver the ability to communicate to both your team and your customers.</p> <p>Team player that works with and communicates well within and across our technical teams, actively prompting respect for colleagues, sharing of skills and information and building trust amongst teams.</p> <p>Excellent time management skills, especially working under pressure with tight deadlines</p> <p>Good organisational skills and be able to schedule their work under conflicting demands</p> | |
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| <p>Experience <i>This is the proven record of experience and achievement in a field, profession or specialism. This could include a minimum period of experience in a defined area of work if required by an external body (for example a period of post-qualification experience).</i></p> | <p>Experience leading IT Service and Transition teams and operations with similar organisations</p> | |

Core Accountabilities, Attributes and Behaviour Indicators

Appointees to this role will be required to adhere to and perform their duties in line with the standards identified in the States of Jersey tier 4 core accountabilities attributes and behaviour indicators.