Role Profile

BTS SERVICE MANAGER (SOLUTIONS AND SERVICE ASSURANCE)			
Reference No.	I067.01	Type	Individual
Service	Business Technology Solutions		
Job Family	Service Manager 1	Grade	FC11

Purpose

To lead and manage the teams responsible for ICT service and solutions assurance. Ensuring continued compliance with regulatory, statutory and process requirements.

Leading and directing the activities of planning, compliance, asset, security and supplier management specialists – and any associated externally-hosted provision - to assure the Head of ICT and the Council of the continued compliance and effective operation of ICT across the range of delivery areas.

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
IT Strategy and Architecture Key responsibility to ensure that plans and strategies for identified strategic platforms align fully with the Council's statutory requirements, aims and technical standards/direction. *IT Governance Level 6 – (Initiate, influence)* Puts in place, or confirms, staffing structures to support the work of the ICT Governance Board and proper relationships between the organisation and external parties. Takes responsibility for review of management processes (and decisions) and confirms that they are compliant with the organisation's strategy for corporate governance of information. Is familiar with relevant standards and the principles embedded within them. Reviews new business proposals and provides specialist advice on compliance issues. Acts as the	Degree or equivalent vocational accreditation in a computing/ systems or related discipline or equivalent experience	✓	
	Experience of drawing up forward ICT plans, including the analysis and assessment of growth, cost and reliability factors to provide robust forward plans	✓	
	Broad technology awareness of ICT solutions and their delivery with more detailed application in specialist Service or Directorate areas	✓	
	Knowledge of relevant Information Management and Data Protection legislation and the statutory obligations of relevance to the public sector	✓	

E = Essential Criteria D = Desirable Criteria

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organisation's contact for relevant regulatory authorities. Establishes policy and standards for compliance with relevant legislation.			
Information Assurance Level 6 – (Initiate, influence) Develops corporate Information assurance policy, standards and guidelines. Contributes to the development of organisational strategies that address the evolving business risk and information control requirements. Drives adoption of and adherence to policies and standards through the provision of expert advice and guidance in order to ensure architectural principles are applied, requirements are defined and rigorous security testing is applied. Monitors environmental and market trends and pro-actively assesses impact on business strategies, benefits and risks.	A knowledge of information security practices and principles, including the drawing up of plans, tests and risk assessments in this area Experience of drawing up, maintaining promoting and enforcing compliance with information assurance policies and standards	✓ ✓	
IT Strategy & Planning (Level 5 – Ensure, Advise) Ensures that all stakeholders adhere to IT strategic management approach and timetables. Collates information and creates reports and insights to support IT strategic management processes. Develops and communicates plans to drive forward the strategy. Contributes to the development of policies, standards and guidelines for IT strategy development and planning.	Knowledge of drawing up strategic plans and supporting IT governance activities in a large and complex organisation		✓
Financial Management - Level 6 (Initiate, Influence) Develops financial planning processes and standards to support execution of business strategy and promotes adoption and adherence. Sets strategy and develops plans, policies and processes for the accounting, budgeting and, where applicable, charging of IT resources and services, including the definition of cost models and charging models. Sets, negotiates, agrees and manages all financial budgets and targets, ensuring that there is adequate funding for all IT targets and plans, especially to meet development and capacity needs. Analyses actual expenditure, explains variances, and determines options in use of available budget to meet real needs. Assesses financial performance and instigates required improvements.	Experience of establishing funding and charging models and preparing and managing IT budgets in excess of £1m	✓	

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Service Design The postholder will, often in close liaison with other IT Services areas, ensure the effective delivery and operation of systems across the range of IT operations and delivery. This includes providing assurance on the continued effectiveness performance and compliance of processes covering the entire range of IT delivery across the Council and supported partners. **Level 6 – Availability Management (Initiate, influence)** Sets policy and develops strategies, plans and processes for the design, monitoring, measurement, maintenance, reporting and continuous improvement of service and component availability, including the development and implementation of new availability techniques and methods.	Extensive knowledge and experience of the ITIL service delivery standard and its application within large organisations	✓	
	Extensive experience of working across multi-skilled ICT support and technical delivery teams to deliver a cohesive service	✓	
	Experience in the creation, monitoring and management of ICT Service Level Agreements and Service Catalogue approaches	✓	
	Experience of designing, implementing and monitoring the performance of best practice processes covering –	✓	
	- Service Continuity and Availability	✓	
	- Information Security and Assurance	✓	
	- Service Acceptance and Transition		✓
	- Change and Release Management	✓	
	- Configuration and Asset Management		✓
Level 6 – Service level Management (Initiate, Influence) Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services. Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.			

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Level 6 – Service Acceptance (Initiate, influence) Owns the transition process, develops the organisation's approach and defines the acceptance criteria for service transition. Promotes and monitors project quality outputs to ensure they are fit for purpose and fit for use within operational service. Actively engages with technical design and project managers to promote awareness and compliance with service transition quality plans and processes. Agrees the service acceptance criteria with project/programme managers.			
Level 6 – Configuration Management (Initiate, influence) Manages the organisation's configuration management system and champions the business value and company policies for secure configuration management. Ensures that processes are in place for consistent classification and management of CIs, and for verification and audit of configuration records. Contributes strongly to the business service knowledge management system. Manages the research and development of tools, processes and techniques.			
Level 6 – Asset Management (Initiate, Influence) Promotes the continuing economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded. Provides information and advice on issues such as maintenance of hardware assets, licensing of software, protection of intellectual property, and legal obligations. Promotes awareness of and commitment to asset control. Initiates assessment of consequences and risks arising from decisions to obtain, change or continue the possession or use of an asset, system or service.			
Level 6 – Change Management (Initiate, Influence) Sets the organisation's policy for the management of change in live services and test environments. Ensures effective control and treatment of risk to the availability, performance, security and compliance of the business services impacted.			

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Level 6 – Release and deployment (Initiate, influence) Sets the release policy for the organisation in the context of both development and production/operations. Ensures that management processes, tools, techniques and personnel are in place to ensure that the transition of services, service components and packages are planned and compliant and that test and validation and configuration management are partnered in all release and deployment activities.			
Level 6 – Capacity Management (Initiate, influence) Develops policy and strategies to ensure all the performance measures of IT services meet the needs of the business and performs to any service requirements or service level agreements which may be in place. Carries out forecasts on capacity over the organisation's planning or budgeting cycle. Ensures that the policies and standards for capacity management are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on capacity and demand issues.			
Level 6 – Security Administration (Initiate, influence) Develops policies, standards, processes, guidelines for ensuring the physical and electronic security of automated systems. Ensures that the policy and standards for security administration are fit for purpose, current and are correctly implemented. Reviews new business proposals and provides specialist advice on security issues and implications.			

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Skills and Quality Provide leadership and manage performance and delivery of in-house teams in this area of responsibility. They will also take a lead role in the development of skills planning and quality assurance across the range of professional IT services provided. Manage multi-skilled teams within Council HR policies, guidance and workforce development and planning requirements. Initiate, conduct and drive forward recommended actions from internal conformance reviews or from similar reviews from independent sources such as Internal/External Audit. **Level 6 – Resourcing (Initiate, Influence)** Develops and communicates resource management policy, standards and guidelines in line with the organisation's strategic human resource plans. Takes overall responsibility for resource planning, recruitment, selection, assessment, on-boarding and transitioning of resources. Leads the development of plans to ensure that the organisation has appropriately skilled resources to meet organisational objectives and commitments. Ensures that expert support is provided as required. Audits and assesses the ongoing success and effectiveness of resource management processes such as retention analysis, media and supplier assessment, customer satisfaction and validation of selection methods.	Evidence of establishing performance frameworks and delivering performance excellence	✓	
	Solid experience of workforce, ICT capacity and budgetary planning	✓	
	Experience of setting and monitoring customer service standards	✓	
	Experience of interpreting, analysing and acting on customer and systems management data and feedback	✓	
	Knowledge, and experience of implementing, relevant accessibility requirements		✓
	Knowledge of Council HR policies, processes and procedures for workforce management and development		✓
	Experience of Quality Management and Assurance methods, particularly using the COBIT V5 framework	✓	
	A broad appreciation of the operation of internal audit and the application of management /internal controls		✓

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Level 5 – Performance Management (Ensure, advise) Manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as compensation negotiations and disciplinary procedures.				
Level 7 – Quality Management (Initiate, influence) Sets the quality strategy for approval and adoption by Service management. Measures the extent to which the quality policy meets the organisation's needs and objectives and reviews it as necessary. Plans, resources (either directly or indirectly) and monitors the internal quality audit schedule. Defines and reviews quality and environmental systems. Ensures that adequate technology, procedures and resources are in place to support the quality system.				
Level 6 – Quality Assurance (Initiate, influence) Develops organisational commitment to ongoing quality and environmental improvement by ensuring that the quality assurance process is robust and is based on the best industry practice. Considers implications of emerging technological developments, economic and social trends, etc. Plans and resources periodic quality assurance audits. Conducts and/or manages audits of quality requirements, and analyses audit results, to ensure appropriate quality standards and operational definitions are in place. Prepares and delivers formal audit reports.				

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Level 6 – Conformance Review (Initiate, Influence) Specifies organisational procedures for the internal or third-party assessment of an activity, process, product or service, against recognised criteria. Develops plans for review of management systems, including the review of implementation and use of standards and the effectiveness of operational and process controls. May manage the review, conduct the review or manage third party reviewers. Identifies areas of risk and specifies interrogation programs. Recommends improvements in processes and control procedures. Authorises the issue of formal reports to management on the extent of compliance of systems with standards, regulations and/or legislation. Liaises with External or Internal Audit on the finding and progression of recommendations from independent conformance or audit reviews.			
Relationships and Engagement The postholder will ensure that processes and monitoring of external provisions and contracts is managed consistently and that any risks arising from contracted provisions are managed to avoid disruption to Council services. This will entail liaison with Procurement to ensure that sourcing strategies and opportunities are connected to in-life contract management arrangements. **Level 5 – Contract Management (Ensure, advise)** Oversees and measures the fulfilment of contractual obligations. Uses key performance indicators (KPIs) to monitor and challenge performance and identify opportunities for continuous improvement. Develops strategies to address under-performance and compliance failures, including application of contract terms. Identifies where changes are required, evaluates the impact, and advises stakeholders about the implications and consequences for the business and/or the procurement element of programmes/projects.	Experience of negotiating and managing contracted service provision, including the implementation of KPIs and service improvement plans for external suppliers An awareness of the legislative and regulatory implications of public sector procurement	✓	✓

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Negotiates variations and seeks appropriate authorisation. Actively supports and engages with experts and stakeholders to ensure continuous improvements are identified through review and benchmarking processes. Develops and implements change management protocols. Ensures contract terminations are appropriately managed to avoid service disruption.			
Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (Scottish Councils SOCITM, COSLA, Improvement Service and Scottish Government, ICT professional bodies).	Experience of actively contributing outside organisational boundaries in national or multi-national ICT forums and organisations		✓
Working with elected members on a regular basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council. This includes supporting the work of, or contributing to, Scrutiny Committees and Standards and Audit.	Experience of working with elected representatives		✓
	Understanding of the issues arising from working with non-executive stakeholders, or politicians	✓	
	Good knowledge of Council operations, functions and relevant policy and regulatory frameworks		✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

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Additional tasks or responsibilities – this is a generic role, however this particular job may also require you to undertake the following:				
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Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required				
Type of Protection of Vulnerable Groups (PVG) or other Disclosure check (choose only one).	PVG Children ☐	PVG Protected Adults ☐	PVG Both ☐	None ☐
	Basic Disclosure ☒	Standard Disclosure ☐	Enhanced Disclosure ☐	

Additional Information – the following information is available:	Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:
- Skills Framework (if applicable) **How** we work matters	- Take Ownership - Focus on Customers - Work Together - Embrace Technology & Information - Deliver Results

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