

## Job Description

Please complete all accessible boxes and refer to the guidance on writing Job Descriptions

<b>Position Details</b>	
<b>Faculty/Directorate</b>	Professional Services
<b>School/Department</b>	IT & Digital
<b>Team</b>	Service Management
<b>Job Title</b>	Service Design and Transition Manager
<b>Grade</b>	(G8 Proposed)
<b>Hours of Work</b>	37
<b>Contract Duration (Perm/Fixed Term)</b>	2 years Fixed Term Contract
<b>Reports To (Job Title)</b>	Head of Service Delivery
<b>Responsible For (Job Title)</b>	Some matrix management

<b>Principal Accountabilities</b>
<p>Working as part of Service Management, you will play a leading role in the successful delivery of the IT &amp; Digital roadmap - acting as the expert voice of service and the customer, providing SME (subject matter expert) service transition and design knowledge.</p> <p><b>Fit For Purpose Service Design</b> You will work closely with Architecture, Product, and Service Delivery teams to ensure service designs are robust, supportable, and user-centric.</p> <p><b>Protecting the Live Environment, Enabling Change</b> You will work with the Head of Service Delivery and Head of Service Management to ensure the IT &amp; Digital portfolio is transitioned effectively and efficiently, with the appropriate level of assurance. Your role will be critical in managing the complexity and demands of these transitions.</p> <p><b>Delivering the Portfolio</b> You will lead Service Management for project and programme service design and transition, ensuring our project roadmap is delivered safely and effectively. You will be accountable for liaising with Service Management Office on the overall framework and process, and with Service Delivery on early life support. You will be the champion for service operations.</p>

## Key Tasks

You will be responsible for:

### Service Design

- Ensuring solutions, technologies and support processes are designed to be transitioned and operated.
- Support business change in designing service blueprints and customer journey maps as tools for designing effective services.
- Ensuring strategic aims of the organisation, such as shift left improvements, first contact resolution are reflected in the design of the service.
- Lead on developing and coaching colleagues across the programme, and IT & Digital more widely, in designing successful services.
- Drive adoption of key service management processes, including Incident Management, Request Fulfilment, Knowledge Management, Change Management and Release Management. Ensuring tools and processes are implemented in accordance with IT & Digital and the University's standards and procedures and that any new solutions are manageable, flexible and supportable.
- Work with Project Managers, Portfolio Manager and Business Owners on the design to meet customer requirements in terms of both cost and quality.

### Service Transition

- Build and manage successful relationships with key business stakeholders, Project Management Office and delivery teams including the Service Desk, ensure projects have the correct level of service assurance and completes service acceptance fully and efficiently.
- Provide guidance and support to projects in scoping and delivering end to end transition activities such as knowledge, documentation, support models, and training.
- Building and owning the service transition and ELS (Early Life Support) plan, and successfully transitioning into BAU.

### Service Architecture

- Working with colleagues across programmes, to ensure all service elements fit in with existing 'plug and play' service architecture.
- Work closely with Architecture colleagues to ensure technical solutions align to service principles and can deliver supportable, repeatable, robust, and secure services.

### Other Duties

- Deputise as a representative of the Head of Service Management and Head of Service Delivery on projects and programmes as required.
- Delegating and organising work to support the team / while also aiding in the planning and organising of one's own work and that of others.
- Undertake any other appropriate duties as requested by the Head of Service Delivery or Head of Service Management.
- Support projects and programmes in maximising the benefits received by MMU (Manchester Metropolitan University).
- Participate in cross-University committees, attending board meetings, and participating in internal networks will be required.

### The successful applicant for the role will be:

- Customer focussed, with ability to identify and understand customer needs and wants, and an ability to collaborate with and manage stakeholders at all levels.
- Design led – designing solutions the right way, in order to ensure minimal rework and successful transitions.
- Proactive, with strong planning, leadership and people skills.

- Process orientated, but flexible – with a creative approach to problem solving.

**The successful applicant for the role will have:**

- Strong service design, customer journey, or service blueprint knowledge.
- Robust knowledge of leading service transitions, including first hand experience of what good looks like.
- A broad understanding of Service Management beyond design and transition, for example change management, configuration management, and knowledge management.
- An understanding of how technology, process, and people collectively deliver great end-to-end services.

## Special Features

You may be expected to provide occasional evening and weekend cover for scheduled tasks as part of an agreed scheme.

## Miscellaneous

You have a legal duty, so far as is reasonably practicable, to ensure that you do not endanger yourself or anyone else by your acts or omissions. In addition, you must cooperate with the University on health and safety matters and must not interfere or misuse anything provided for health, safety and welfare purposes.

You are responsible for applying the University's Equal Opportunities Policy in your own area of responsibility and in your general conduct.

You have a responsibility to promote high levels of customer care within your own areas of work.

You are expected to co-operate with the PDR process, engaging in the setting of objectives in order to assist in the monitoring of performance and the development of the individual.

Such other relevant duties commensurate with the grade of the post as may be assigned by the Manager in agreement with you. Such agreement should not be unreasonably withheld.

You may be required to undertake a specific Health & Safety role, commensurate with your grade, to support the University in meeting its statutory Health & Safety obligations. This could include acting as a DSE Assessor, First Aider, Fire Marshall or Departmental Safety Co-ordinator. The allocation of such roles will be subject to the provision of appropriate training and assessment of competence.

You may, with reasonable notice, be required to work at any of the Manchester Metropolitan University sites.

You have the responsibility to engage with the University's commitment to Environmental Sustainability in order to reduce its waste, energy consumption and carbon footprint.

You have the responsibility to engage with the University's commitment to delivering value for money services that optimise the use of resources and therefore should consider this when undertaking all duties and aspects of your role.

## Review

This is a description of the job at the time of issue. It is the University's practice periodically to review and update job descriptions to ensure that they accurately reflect the current nature of the job and requirements of the University and to incorporate reasonable changes where required, in consultation with the jobholder.

## Person Specification

In order to be shortlisted you must demonstrate that you meet all the essential criteria and as many of the desirable criteria as possible. Where we have a large number of applications that meet all of the essential criteria, we will then use the desirable criteria to produce the shortlist.



All disabled candidates who meet the minimum essential criteria will be included on the shortlist.

### Selection Criteria

Attributes		Item	Relevant Criteria	Essential/ Desirable
1	Skills & Abilities	1.1	Excellent written and oral communication with the ability to communicate complex information clearly and persuasively to a wide range of audiences, including senior managers and staff across a variety of roles and varying levels of technical knowledge.	E
		1.2	Excellent meeting and workshop facilitation skills	E
		1.3	Excellent written skills with the ability to draft well-presented, clear, concise and engaging documents for a range of audiences.	E
		1.4	The ability to manage and prioritise own work and work of others to develop resource plans, monitor future demand, effectively prioritise and to ensure implementation of multiple projects.	E
		1.5	Ability to work using own initiative and with a high level of accountability.	E
		1.6	Strong negotiation and relationship building skills, with the ability to influence others outside the direct sphere of control.	E
		1.7	Good analytical and research skills with the ability to evaluate information in order to present clear and convincing findings, recommendations, and proposals quickly.	E
		1.8	Capacity to think in strategic terms and a willingness to exercise leadership	E

		1.9	Proven ability to work in a complex matrix structure with good understanding of the critical role of governance in a large and complex organisation.	E
2	General & Specialist Knowledge	2.1	A good working knowledge of IT service management best practice across a range of processes and disciplines, including all ITIL practices and Agile service management	E
		2.2	Strong experience of service design, with a deep understanding of user-centred design principles and practices	E
		2.3	Excellent knowledge of data visualisation, reporting and presentation techniques, and developing and using metrics to inform decision making and improvement	E
		2.4	Understanding of good practice and current challenges facing IT organisations across different sectors including Higher Education.	D
3	Education & Training	3.1	University degree or equivalent experience in a service-related business or technology discipline.	E
		3.2	An ITIL, ISO 20000 Service Management Standard or similar professional qualification is desirable.	E
		3.3	Evidence of ongoing personal and professional development, proactive learning and keeping up to date with current trends and industry research on technology and service management.	E
4	Relevant Experience	4.1	Successful experience of leading service transition at scale.	E
		4.2	Experience of leading large scale improvement initiatives and projects.	E
		4.3	Successful experience of working within technology service operations, across the full technology service lifecycle from service design through transition, operation, and improvement.	E
		4.4	Application of policies, procedures and guidelines and providing service management expertise to internal stakeholders and vendors	E
5	Special Requirements	5.1	Ability to provide occasional evening and weekend cover for both scheduled tasks and emergencies as part of an agreed scheme.	E

<b>Date of Revision</b>	July 2024
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