

Job Description

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

| Position Details | |
|-------------------------------------|---|
| Faculty/Directorate | ISDS |
| School/Department | Service Management Office |
| Team | |
| Job Title | Service Management Process Analyst |
| Grade | Grade 7 |
| Hours of Work | 35 hours per week |
| Contract Duration (Perm/Fixed Term) | Permanent |
| Reports To (Job Title) | Head of Service Management Office |
| Responsible For (Job Title) | Delivery and coordination of service management processes |

| Principal Accountabilities |
|---|
| <p>Accountable for the efficiency, effectiveness and quality of the delivery of critical, essential and supporting services through awareness, coordination and adherence to fully defined processes.</p> <p>To identify improvements to organisational service delivery issues through defining, documenting, measuring and improving enterprise service management processes and practices. To work closely with senior stakeholders within Information Systems & Digital Services and other University departments to identify opportunities for improving student experience and customer service.</p> <p>To work with independence and discretion, demonstrating high levels of initiative, identifying and documenting issues with adopting service management processes, suggesting ways of overcoming issues by providing options through effective liason with external organisations and forums.</p> <p>To act as a process manager for one or more service management processes, and matrix manage all process stakeholders involved in the delivery of relevant processes and services.</p> |

Key Tasks

To plan and lead on service management process development and improvements within Information Systems & Digital Services and other Professional Services areas, taking into account vision and strategy of the organisation, changes in working practices and cultural change.

To proactively gather requirements and seek feedback, initiating, chairing and facilitating collaborative focus groups and workshops across the university as part of delivering agreed process activities, projects or driving improvements, ensuring the outcomes are documented, agreed and implemented.

To provide expertise on the use and adherence to service management processes and procedures, identifying training needs across the organisation, developing and providing training and information guides as required.

To own, manage and coordinate complex or high priority issues and activities, while keeping stakeholders on all levels of the organisation updated on progress, and appropriately delegate other activities related to service management across the organisation.

To work with external suppliers and other service management experts to align the enterprise service management toolset with the relevant service management processes, developing, enhancing, configuring, integrating, testing, monitoring and using the system as necessary and ensuring maximum business benefit is derived from the system.

To develop and deliver relevant management information and KPIs, analysing data and providing recommendations and business cases to support long-term planning, decision-making and continual service improvement.

Proactively monitor, measure and provide feedback on service and process performance, compliance and impact, providing early warning for any exceptions or issues and implement solutions.

To develop and manage relevant operating level agreements (OLAs) and service level agreements (SLAs) with external and internal stakeholders to ensure compliance with underpinning contracts, efficient service delivery and high levels of customer satisfaction. To assist in the development of total cost of ownership (TCO) and service-based costing models.

To liaise with external bodies, gathering best practice techniques to develop and promote a culture of professionalism and service excellence across ISDS and Professional Services.

To provide leadership in the development and coordination of any service management processes and practices, depending on organisational priorities and specific assignments, including incident management, request fulfilment, problem management, change management, release management, event management, service transition, service level management, continual service improvement, service catalogue management and knowledge management, and business continuity.

To contribute to the optimisation of knowledge available internally and to customers through self-help to enable them find their answers quickly and easily, and to support shift-left.

To ensure that any project tasks are planned, prioritised, documented and delivered in a professional manner, following recognised project management methodologies.

To communicate complex technical concepts to non-specialists and to explore and understand the business needs of different stakeholder groups as required.

To work closely with and deputise for any other role within the service management team as appropriate, including Service Delivery Managers and the Service Desk.

Special Features

You will be expected to provide occasional evening and weekend cover for both scheduled tasks and emergencies.

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 skills with an ability to exchange complex technical concepts in a manner appropriate to the audience. | E |
| | | 1.2 | Ability to maintain collaborative working relationships across organisational boundaries in order to act as a process manager for one or more service management processes. | E |
| | | 1.3 | Ability to deliver a consistently high standard of customer-focused service and continual service improvement. | E |
| | | 1.4 | Excellent proven analytical and problem solving skills in order to proactively monitor, measure and provide feedback on process performance, compliance and impact. | E |
| 2 | General & Specialist Knowledge | 2.1 | A strong working knowledge of IT service management and ITIL, particularly Incident, Problem, Change and Knowledge Management and Request Fulfilment processes. | E |
| | | 2.2 | Good overall understanding of information technologies to be able to work closely with technical experts across a variety of technologies. | E |
| | | 2.3 | Good overall understanding of process improvement techniques and methodologies. | D |

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|-------------------------|----------------------|------------|---|---|
| 3 | Education & Training | 3.1 | ITIL foundation qualification or equivalent experience. | E |
| 4 | Relevant Experience | 4.1 | Proven experience of coordinating teams, instilling a culture of customer service and technical excellence. | E |
| | | 4.2 | Proven experience of defining, documenting and following IT support processes and/or procedures. | E |
| | | 4.3 | Successful experience of working within an IT service desk or other core IT service management area. | D |
| E | Special Requirements | 5.1 | | |
| Date of Revision | | March 2021 | | |