## ***Service Operations Manager Job Description***

| Working pattern | Full time - 37 hours (Mon - Fri) |
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| Salary | NJC 41 - 43  FTE £50,788 - £52,805 |
| Location | Central Trust Team, Head Office, 1 Angel Square, Manchester |
| Reports to | Head of IT |
| Direct reports | 3 Regional IT Managers & Technical Specialist |

| Purpose of role:  The Trust’s Service Operations Manager is responsible for delivering excellent operational IT service to the Trust and its academies, including:   * Day-to-day management of IT services and support for the Trust and its academies * Management of IT service team * Support negotiation of major supplier contracts and services to ensure we receive quality of service * Work with the Head of IT to support strategic development of IT capacity, ensuring the Trust's resources and services are fit for purpose and support future development * Facilitate service support to the Delivery team   All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust’s ambitious growth target. |
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| Key accountabilities (and specific duties/responsibilities):  Strategic Planning and Leadership  The Service Operations Manager will be accountable for implementing IT services that support the Trust’s current needs and its future development.  The Service Operations Manager will:   * Implement service processes and practices in line with ITIL V4. * Manage the Trust's IT service team, taking responsibility for their professional development and performance management. * Advise Trust leaders on all aspects of IT service operation across the trust, providing regular reporting and improvement plans. * Develop and maintain strong relationships with Academy-based IT colleagues across the Trust. * Contribute to the Trust's business planning and risk management exercises, including taking action to mitigate risks where necessary. * Develop and maintain strong relationships with relevant external organisations. * Support the development of the Trust's disaster recovery, business continuity, risk registers, and other related plans - advising on issues related to IT. * Support the development, implementation and monitoring of relevant IT policies, including those on remote access, cloud storage, IT asset management and secure disposal, and other related policies. * Keep up to date on developments in technology for the education sector, alerting Trust leaders to developments that could support the Trust's work. * Work with other Trust leaders to develop and extend IT knowledge and capabilities across the Trust.   IT Change Delivery  The Service Operations Manager will be responsible for ensuring IT Change Delivery Programmes are managed with service in mind and transitioned with an end-to-end service wrap.  The Service Operations Manager will be responsible for:   * Implementation and management of Service Design and Transition during IT Change Programmes * Assessing the team capacity and skills, responding to a changing technology landscape   IT resource and service management   * Acting as the escalation point for incident/problem management, providing assurance to colleagues and senior leadership. * Ensuring deliverables and outcomes are aligned to Trust expectations and SLA's * Tracking and communicating resolution status and next steps to all relevant parties. * Triage contacts to support teams and escalate issues as necessary * Identify areas for continuous service improvement. * Ensuring that practices and processes exist and where possible, are formalised and repeatable * Embeds Information Security processes as part of the delivery of the Information Security Management System |
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| Personal attributes required (based on job description): | | | | |
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| Attributes | | All attributes are essential, unless indicated below as ‘desirable’ | | How measured, e.g. application form (A), interview (I) |
| Qualifications  ITIL V4.0 Foundation  Any other ITIL v4.0, such as *Create, Deliver and Support*  (CPD will be provided to the successful candidate to gain relevant certifications.) | | Desirable  Desirable | |  |
| Experience  Strong end-user facing skills, with an ability to communicate appropriately with all levels of the organisation  A background in Incident or Problem Management with the ability to implement and embed new or improved Service Management processes. | |  | |  |
| Skills, Ability, Knowledge  Experience of the practical application of ITIL principles  Interested and passionate about the end-user  Excellent organisation and administrative skills  Excellent leadership, communication (oral and written) and interpersonal skills  Proven track record of building strong personal relationships and credibility at a senior level across all internal functions | | Desirable | |  |
| Personal Qualities  Relationship building skills and the ability to empathise with colleagues and their needs  An innovative approach and high energy levels  Enthusiastic and action-oriented  Commitment to the team and a strong team player  Strong commercial acumen and strategic thinking ability  Able to manage conflicting priorities and changing requirements in line with Co-operative values and principles. | |  | |  |

Safeguarding role and responsibilities -

Follow academy’s policy and procedures in respect to all aspects of safeguarding (including whistleblowing if necessary)

Maintain secure knowledge in relation to safeguarding policy and procedures, including through attending training as directed by the DSL/HT

Seek advice and support from DSL and/or headteacher as needed

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.