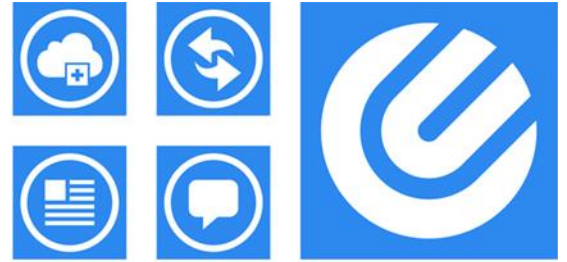


Job Description Head of Service Management, and Service Operations Manager

Author: Richard Leeves



Job Title	Head of Service Management, and Service Operations Manager
Context	<p>A senior member of the Applicable Service Delivery Team. Service Delivery is a combination of our Service Management and our Service Operational practices and is responsible for the 24x7 operational service support for our customer base. Service Delivery encompasses all of the ITIL Service Operational processes, and some of the ITIL Service Transition processes. Other departments cover the remainder of the ITIL processes.</p> <p>This job has two primary roles:</p> <p>To lead our Service Management practice. We seek to be a service-led business and in this role, you will embody that through all of your dealings. This role elevates the thinking and the relationships away from the technical and the minutiae and to the service provided. Supporting your team of service managers, working with our channel partners, and providing executive support on our larger accounts when required. The service management team is well established and an integral part of our service offering.</p> <p>Secondly, you will work closely with the Head of Service Operations, and your joint leadership will be accountable for all matters across Service Delivery. Jointly you will have accountability for all of our ITIL processes. The exact split of who owns which processes will be agreed between the Service Delivery Leadership Team.</p> <p>The ratio of time is expected to be:</p> <ul style="list-style-type: none"> • Relationship and Service Level Management for managed service customers. Circa 40% of your time. • Contributing to the leadership of the Service Operations function by leading on and owning specific operational processes. Circa 60% of your time
Reporting To	Director of Customer Delivery
Reports	<p>Service Managers in all Regions</p> <p>Service Operational team reports as required by your role.</p>
Main Duties: Head of Service Management	<p>Lead the Service Management function, the primary interface between Applicable Service Delivery and managed service customers and Partners.</p> <p>Design, manage and maintain the framework for Applicable Service Management</p> <p>Responsible for the Tactical level engagement with the Partner(s)</p> <p>Provides escalation point for all Service Managers.</p> <p>Works as part of the Service Delivery Management team to provide leadership to the Service Delivery and wider Applicable organisation.</p>

	<p><i>For own allocated customers, undertakes Main Duties detailed in the 'Service Manager' Job Description. Whilst this element is retained in the job description. Note: it is not expected that directly managing customers will be required as part of the role.</i></p> <p>Represents service performance to Partners through service review meetings and service performance reports.</p>
<p>Main Duties: Service Operational</p>	<p>Contribute to the leadership of the Service Delivery function. Working alongside the Head of Service Operations, you will take accountability for some of the ITIL processes. The exact split is not detailed here, and is decided in agreement with your manager.</p> <p>Being accountable means you own the success of your operational ITIL processes. You will analyse their performance, and take steps to improve the consistency, quality, effectiveness and governance. Delivering highly available services, to customers up to enterprise scale is a complex matter.</p> <p>You will be involved in key service relationships, including working with our partners and customers, and our internal teams that interface to Service Delivery.</p>
<p>General</p>	<p>Service Design activity: Circa 5%</p> <ul style="list-style-type: none"> • Feedback on services, recommendations for improvements. • Contributor to activity related to Partner enablement and Service Model design <p>Service Transition activity: Circa 20%</p> <ul style="list-style-type: none"> • Change Management and Evaluation (including CAB, Change Triage, PIR) • Knowledge Management • Release and Deployment Management (including commissioning, decommissioning, and end-of-life). Key stakeholder in the acceptance of Service Transitioned customers. <p>Service Operations activity: Circa 60%</p> <ul style="list-style-type: none"> • Own Service Operational processes as agreed with your manager, and with the Head of Service Operations. These are not listed here specifically because the list of processes and their ownership is maintained as part of the Service Operations strategy. • Lead the Service Management function.

	<p>Support to the information security function, including the integration of information security requirements into the service management framework, and the managerial control and feedback that the requirements are being met</p> <p>People Management: Circa 15% Provide People Management of your staff, as directed by HR. This will cover recruitment, performance reviews, sickness management, 121s, and personal development.</p> <p>Other duties as directed by your manager from time to time</p>
<p>Skills and Attributes</p>	<p>Essential</p> <p>Strong people management skills. Problem solver. Able to analyse processes, and propose improvements. Able to effect change in people, process and tooling to realise the improvements. Able to elevate the conversation and relationship to focus on big picture of service not minutiae. Excellent customer relationship and time management skills. Ability to prepare quality written correspondence, and internal and external-facing documentation Excellent external-facing and presentation skills Previous experience in IT managed service provision. Sound decision making; ability to make commercial and operational assessment. Capable of identifying and quantifying risk, to enable sound decision making.</p> <p>Desirable</p> <p>Thorough knowledge of the UC and messaging market for messaging and managed services. Evidence of certifications relevant to Applicable's chosen market. Technical, Project related, TOGAF or ITIL.</p>
<p>Applicable Values</p>	<p>Commit to Excellence Be flexible and agile Take ownership, that the initiative Understand the customer and our value to them Efficiency of Execution</p>

Capabilities	Applicable Capability Dictionary	Role
(Please refer to the Capability Dictionary Index, stored within HR)	Customer Orientation	4
	Respect for Others	4
	Communicating and Influencing	4
	People Management	4
	Achievement Drive	4
	Commercial Awareness	2
	Analysis and Judgement	4

Table 1 Job Description

1 Document Management

1.1 Disclaimer

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1.2 Document Details

Document Owner: Richard Leeves; Director of Customer Delivery

Change History:

Version	Date	Author	Details of Change
1.0	08/05/2018	Richard Leeves	Job Description

Table 2 Version Control