

THE POST

College/Service: Exeter IT <http://as.exeter.ac.uk/it/>
Post: P60445 Transition Service Manager
Grade: G
Reporting To: Service Performance Manager Level 6
Responsible For: Customer Services team transition activities as part of the FCO reorganisation.

ORGANISATIONAL CONTEXT

The University of Exeter is a Russell Group university that combines world-class research with very high levels of student satisfaction. Our vision is to become one of the most successful universities in the world, one that makes the exceptional happen by challenging traditional thinking and defying conventional boundaries.

THE IT SERVICE

Exeter IT is a key enabler for this vision and is key to delivering the University's Values and its world class reputation. The IT & Digital strategy will support the growing ambitions for education, research and professional services, and exploiting the opportunities from changing technology will enable the University to thrive in an increasingly digital environment.

What makes Exeter IT different is its defining characteristics: *strong leadership, active collaboration, forward thinking, and delivering at pace*. We expect our staff to be comfortable with responsibility, and be innovative and creative in the delivery of IT and digital services. Being able to adapt to the momentum of change and having the freedom of action will enable staff to deliver IT solutions that will have a positive impact on our students, academics, and professional services staff.

SERVICE MANAGEMENT

The changing digital technology landscape and increase in SaaS and other emerging technologies requires a wide range of new skills in the IT service. Service Management covers a broad range of functions and capabilities to deliver a service that is completely customer focussed, service centric and design led. The IT strategic objectives are realised through Service Management, and requires effective and efficient delivery and support of IT services to ensure value for education, research and professional services. Service Management functions and capabilities are critical to manage IT services at agreed levels and for the ongoing management of the live hybrid environment of on-premise, legacy and cloud applications, data and hardware that are used to deliver and support services.

CUSTOMER SERVICES

The Customer Services function will ensure high levels of customer satisfaction by delivering efficient and effective support to users, ensuring the service meets customer's expectations and service level agreements.

Reporting Structure

For the reporting structure of this job, please see the attached structure chart.

Main purpose of the job

Lead the transition of infrastructure and desktop functions from local IT specialists to NEW Centralised Customer support team technicians that are responsible for ensuring high levels of customer satisfaction by fulfilling requests efficiently and providing first-line support to IT, AV and Print service users.

The Customer Service teams will flex in size depending on demand.

Key accountabilities

1. To manage the successful transition of business change arising from the transformation programme to implementation into operational areas.
2. Responsible for College Transition into Desktop IT and AV
 - a. project manage the transition of services between Desktop IT, Research IT and AV into an effective service model
 - b. clearly define all Desktop IT and AV operational services to feed into a service catalogue, with notice periods where appropriate
 - c. clearly identify service boundaries between AV, Desktop IT, Research IT and Technical Services along with call flow processes for handling calls between services
 - d. identify any complex areas which require mixed service engagement with appropriate processes and ownership
 - e. develop customer facing and team processes to be as efficient as possible ensuring key metrics can be captured and services are delivered uniformly
 - f. identify and progress efficiency opportunities e.g. service or process improvements
 - g. identify end of life or at risk services to feed into Design
3. Responsible for Asset & Stock Management planning
 - a. identify existing Asset inventories and propose any consolidation options
 - b. identify physical storage locations and access
 - c. identify stocks of consumables and assets
 - d. migrate and consolidate stock for IT and AV services
 - e. develop team processes for handling assets, stock and storage to ensure quality and accuracy of data
4. Responsible for individual staff transition planning
 - a. creation of a personal plan per team member to support PDRs
 - i. identify individuals skills including those that are distinctive and where these need to transfer to others
 - ii. build individuals training/upskilling plan and full costings for budget planning
 - b. physical staff locations planning
 - i. review all staff locations
 - ii. propose staff office options (short, mid, longer term) which maintain service delivery models but support team building/cross skilling opportunities
 - iii. coordinate quick win moves where no impact to services
 - iv. plan for medium and longer term moves effected via team rotation
5. Assist with leadership and be accountable for the processes and systems where the role is the Process or Systems Owner, and contribute to strategy and policy formulation for your area of specialism, communicating the impact of any changes to IT services to the business.
6. Convey the value of complex conceptual customer support services through written, verbal and visual communications to senior stakeholders, and lead on the transition of existing software products and digital services in support of all transition activities.
7. Lead and manage projects when required and be responsible for the time, cost and quality of deliverables including managing project budgets. Actively participate in University projects and working groups where appropriate.
8. Work with the Customer Service manager, Incident & Service Improvement Manager to coordinate service transition and operational review meetings with internal and external suppliers.
9. Work with the Licensing and Financial Support Officer to ensure IT and AV assets are maximised to achieve full efficiency and value from University resources including managing physical assets and stock.
10. Overall responsibility for managing IT service customer enquiries, complaints and suggestions, ensuring appropriate follow up and resolution.
11. Champion the customer throughout the transition of IT services, balancing customer needs with business requirements, and work with Solutions Delivery teams on the business case for change and service improvement.

12. Responsible for the accuracy and the availability of customer service support performance data and documentation to support stakeholders and inform decisions.
13. Manage the quality and timeliness of deliverables from contractors and vendor resources, and line manage fixed term staff when appropriate.
14. Responsible for mentoring and coaching team resources and deliver training on your area of expertise.

This job description summarises the main duties and accountabilities of the post and the post-holder may be required to undertake other duties of similar level and responsibility including deputising for your line manager.

All Exeter IT staff are expected to:

- Ensure the seamless and integrated end-to-end service delivery to academic, research and professional services staff.
- Be passionate about new IT and digital technologies, and promote and be an advocate for the IT operating model and IT & Digital strategies.
- Work closely with the Continual Service Improvement capability to ensure IT services are aligned to current and future business needs, and identify opportunities to improve efficiency and effectiveness in the IT services are delivered.
- Work closely with the Knowledge Management capability to share perspectives, ideas, experience and information to support decision making and manage IT services.
- Raise the positive profile and good reputation of the University and contribute as a member to your IT networks and engagements, both locally and nationally where appropriate to the role.
- Proactive personal and professional development including completion of mandatory training, skills courses and specialist training.
- Professionally represent the IT service by adopting the dress code or uniform appropriate to your role.

Skills Framework for the Information Age (SFIA)

IT roles at the University of Exeter have been mapped to the industry good practice Skills Framework for the Information Age (SFIA¹). The role is mapped as a SFIA level 6 “*Initiate and influence*” against the core competencies *autonomy, influence, complexity and business skills*, and summarised as:

Autonomy

Has defined authority and accountability for actions and decisions within a significant area of work, including technical, financial and quality aspects. Establishes organisational objectives and assigns responsibilities.

Influence

Influences policy and strategy formation. Initiates influential relationships with internal and external customers, suppliers and partners at senior management level, including industry leaders. Makes decisions which impact the work of employing organisations, achievement of organisational objectives and financial performance.

Complexity

Has a broad business understanding and deep understanding of own specialism(s). Performs highly complex work activities covering technical, financial and quality aspects. Contributes to the implementation of policy and strategy. Creatively applies a wide range of technical and/or management principles.

Business skills

Absorbs complex information and communicates effectively at all levels to both technical and non-technical audiences. Manages and mitigates risk. Understands the implications of new technologies. Demonstrates clear leadership. Understands and communicates industry developments, and the role and impact of technology in the employing organisation. Promotes compliance with relevant legislation. Takes the initiative to keep both own and colleagues' skills up to date.

Most commonly identified specific SFIA skills required for the role are:

CSMG	Customer service support
METL	Methods and tools
ASUP	Application support
SLMO	Service level management

¹ <http://www.sfia-online.org/en>

ITOP IT infrastructure
 PBMG Problem management
 USUP Incident management
 RLMT Relationship management and negotiation
 UNAN User experience analysis

Person Specification

Competency	Essential	Desirable
Qualifications and attainment	<ul style="list-style-type: none"> • Educational attainment at degree level (or demonstrable equivalent experience) • ITIL ® Foundation 	<ul style="list-style-type: none"> • Industry standard IT related certification or professional qualification including: <ul style="list-style-type: none"> • ITIL ® Practitioner in Service Desk • Prince 2 or equivalent
Knowledge & skills	<ul style="list-style-type: none"> • In-depth understanding of service management framework and principles. • Broad knowledge of IT and digital systems and services • Excellent methodical, analytical (qualitative and quantitative) and problem-solving skills • Excellent planning and organisational skills • Strong communication skills demonstrating the ability to convey the value of complex conceptual ideas and new technologies to senior stakeholders • Proven ability in negotiation and influencing stakeholders at senior management level in a matrix environment • Ability to prioritise and organise work of others and ensure effective use of resources within your own area to overcome conflicting demands. • Ability to set objectives and action plans for others in the team and monitor and report performance. • Capable of independently assessing the impact of increasing demand and be proactive in undertaking activities to resolve the situation 	
Prior experience	<ul style="list-style-type: none"> • Experience of managing IT customer services operation • Proven leadership experience and managing teams in a matrix environment, setting performance 	<ul style="list-style-type: none"> • Experience of working in the Higher Education sector. • Experience of working in a Design, Develop, Operate environment

	<p>standards and targets, creating communities, and motivating others</p> <ul style="list-style-type: none"> • Experience of managing competing demand and priorities. • Successful management of budgets and human resources in response to changing or conflicting demands • Experience of managing organisational change within a team • Experience of monitoring service performance and driving continual service improvement • Experience of developing influential relationships with external partners and suppliers • Proven experience of managing relationships within teams, evidencing ability to break down barriers and building beneficial working relationships • Demonstrate experience of anticipating problems and making projections that impact the strategic direction of the service • Proven experience of undertaking complex analysis, using different methodologies, and providing reports and management information with supporting commentary • Experience in the identification and proactive mitigation of risks 	<ul style="list-style-type: none"> • Experience of working in a SIAM environment. • Experience of developing business cases for change to deliver organisational benefit • Member or participant in local and national IT networks and communities
Behaviours	<ul style="list-style-type: none"> • Thrive in an environment of change, demonstrating flexibility and adaptability • Comfortable with responsibility and freedom to take action • Take responsibilities for actions, identify and implement subsequent lessons learnt • Demonstrate a proactive and positive approach to problem-solving, suggesting innovative and workable solutions both at strategic and operational level. • Demonstrate continuous professional development • Work effectively and collaboratively as part of a senior team in a matrix environment • Be resilient, retaining composure under pressure 	

Circumstances	<ul style="list-style-type: none">• May be required to work additional hours to meet the requirements of the role	
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Terms & Conditions

Our Terms and Conditions of Employment can be viewed [here](#).

Further Information

Please see our [website](#) for further information on working at the University of Exeter.