

JOB DESCRIPTION

JOB TITLE:	Service Manager - ICT Services
MANAGED BY:	Head of Digital, Data and Operations
GRADE:	11

ROLE OVERVIEW

Approx. size of team	A small in-house Digital, Data and Operations team, working in close partnership with the Authority's shared-service and third-party ICT partners to deliver core ICT services.
Key accountabilities:	<ul style="list-style-type: none"> • Provide client-side leadership and assurance for the Authority's core ICT services, acting as the intelligent client lead for ICT partners and service providers. • Ensure ICT services are reliable, secure and meet agreed service levels, managing performance, risk, escalation and continuous improvement. • Represent ICT services across the organisation as the primary operational escalation point for service issues and incidents.
Key relationships:	<ul style="list-style-type: none"> • All Combined Authority staff and the Elected Mayor - primary operational escalation for ICT services and access to technology. • ICT partners and service providers - service performance, escalation and continuous improvement. • Internal Digital, Data, Information Governance and Project teams - service assurance, compliance and operational readiness.

THE ROLE

The **Service Manager - ICT Services** role provides client-side leadership and assurance for the Authority's core ICT services, ensuring they meet business need and agreed levels of service.

Acting as the Authority's intelligent client lead for its main ICT contract and other technology service providers, the role focuses on service performance, operational risk,

escalation, and continuous improvement, ensuring services enable all Combined Authority staff to carry out their roles effectively.

You will work with project teams to set up appropriate service management and support arrangements, ensuring service readiness, identifying and resolving service-related issues, and managing service delivery across multiple stakeholders.

KEY RESPONSIBILITIES

- Lead the client-side management of the Authority's core ICT services, managing relationships with ICT partners and service providers and acting as the Authority's intelligent client lead for the ICT service contract, providing oversight, assurance and challenge to ensure services deliver agreed outcomes.
- Act as the point of escalation within the Combined Authority for digital and technology issues, identify and resolve service-related issues and incidents.
- Manage service delivery across multiple stakeholders, including customers, vendors, and internal teams.
- Capture developing Service needs and maintaining the Service Catalogue.
- Ensure that service-related risks are identified, assessed, and managed.
- Monitor service performance against SLAs and Key Performance Indicators (KPIs), leading performance meetings, and working with providers and internal teams to identify service improvements.
- Plan and implement service improvements, including identifying areas for improvement and working with stakeholders to implement solutions.
- Collaborate internally and with other teams, such as the data, cyber and information governance roles, to ensure the service is secure and compliant with regulatory standards.
- Develop, maintain, and regularly review for compliance, a suite of ICT policies aligned to standard frameworks eg Cyber Assessment Framework(CAF).
- Build and maintain strong relationships with internal stakeholders and service providers.
- Provide service management assurance, ensuring the Authority's service providers design, operate and continually improve services in line with recognised IT service management frameworks (e.g. ITIL), including core lifecycle processes such as incident, change, access management, and starters/leavers.
- Support the Head of Digital, Data and Operations in development of a future service model.
- Effectively communicate service issues and planned changes.
- Working with Project Managers to support the delivery of digital and technology projects ensuring service readiness, support models, and operational handover are defined and agreed.
- Maintain a service risk register for ICT services.
- Any other duties commensurate with the nature and grade of the role.

PERSON SPECIFICATION

ESSENTIAL (MUST HAVE)

Qualifications and Knowledge

- Bachelor's degree (or equivalent) in Computer Science, Information Systems, or a related field, or able to demonstrate equivalent experience.
- In-depth knowledge of service management frameworks, processes, and best practices (e.g. ITIL), sufficient to provide effective oversight, assurance, and supplier challenge.

Experience

- Proven work experience as a Service Manager or a similar role, with experience in service management for software systems.
- Experience with managing service delivery across multiple stakeholders.
- Contract management experience.
- Experience working in a Microsoft 365/Azure estate.
- Experience working with a range of suppliers, partners, managed service providers and SaaS services.

Skills and Competencies

- Strong analytical skills and attention to detail.
- Familiarity with service management tools and technologies.
- Excellent communication skills, both verbal and written.
- Ability to work independently and in a team environment.

DESIRABLE

Qualifications and Knowledge

- Relevant professional qualifications or certifications eg ITSM frameworks.

Experience

- Line management experience.

Skills and Competencies

- Ability to influence and challenge ICT partners and service providers constructively to improve service performance and outcomes.