

JOB DESCRIPTION

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

BACKGROUND

The West of England Combined Authority is seeking to appoint a Service Manager - Digital and Technology to join the Digital, Data and Operations team.

This is an exciting time to join the West of England Combined Authority. In the last year nearly three quarters of a billion pounds of new investment has been secured for the region. New plans are in place to deliver on Mayoral priorities to improve transport, skills and housing for our residents, take decisive action to tackle the climate emergency, and to support communities facing the cost-of-living crisis. There is a relentless focus on delivery to put the West of England on the map for regional, national and global success.

Led by the regional Metro Mayor, the West of England Combined Authority brings together three local councils, the Local Enterprise Partnership and works with communities, other public services, and industry to deliver for the region.

Come and help shape the future of the West of England, a place so many people are proud to call home.

THE ROLE

Reporting into the Head of Digital, Data and Operations, the Service Manager - Digital and Technology will be responsible for ensuring that digital and technology services meet business need and agreed levels of service. This role will be the client-side lead for the Authority's main ICT contract and other digital and technology service providers. You will ensure that all Combined Authority staff have the right technology and services to carry out their roles effectively.

You will work with project teams to set up appropriate service management arrangements that meet business needs and objectives of the project, identifying and resolving service-related issues, and managing service delivery across multiple stakeholders.

Initially a major focus will be on defining and implementing the service management framework to support two key transport projects delivering against Metro Mayoral priorities.

KEY RESPONSIBILITIES

- Lead the Digital and Technology service, managing the relationship with delivery partners and acting as the Authority's intelligent client lead for the ICT service contract.
- Line management of appropriate service role(s) (to be agreed).
- Define and implement the service management framework for the Mobility as a Service and Transport Data Hub project.
- Ensure that the service meets the business needs and objectives of the project.
- Identify and resolve service-related issues and incidents.
- Manage service delivery across multiple stakeholders, including customers, vendors, and internal teams.
- Set, monitor, and regularly review service standards, ensuring digital and technology services are fit for purpose and meet business and user needs.
- Develop and maintain the service catalogue and Service Level Agreements (SLAs) to ensure that services are delivered to the required standard.
- 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.
- Build and maintain strong relationships with stakeholders and service providers.
- Oversee and manage ICT service processes and procedures eg Starters/Leavers.
- Act as a point of escalation within the Combined Authority for digital and technology issues.
- Develop, maintain, and regularly review for compliance, a suite of ICT policies aligned to standard frameworks eg Cyber Essentials Plus.
- Support the Head of Digital, Data and Operations in development of a future service model and options appraisal for Digital, Data and Technology services.
- Working with colleagues, lead and support digital and technology projects relating to the provision of the Combined Authority's digital and technology services eg hardware refresh, unstructured data project.
- 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
- In-depth knowledge of service management frameworks, processes, and best practices

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
- Line 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

REWARDS AND BENEFITS

Alongside a competitive salary, we offer an excellent benefits package including:

- 26/31 days annual leave plus bank holidays
- Generous Employer-Contribution Pension Scheme through the Avon Pension Fund
- Cycle to work scheme and secure bike parking
- Free eye tests for all display screen equipment (DSE) users
- Discounted monthly bus tickets
- Hybrid working to split your week between the office and home to help you achieve the best work/life balance and career goals.

We have recently moved into a new bright, airy, modern office space, with all the latest technology, under a 10-minute walk from Bristol Temple Meads Train Station. We offer flexible and hybrid working options too if you would rather work from home, or

another suitable location.

As an equal opportunities employer, we invite applicants to contact us to identify any additional support they may need during the recruitment process.

WE PAY THE LIVING WAGE

We're proud to have been accredited as a Living Wage Employer

Living Wage accreditation means that everyone working at The West of England and Combined Authority receives a minimum hourly wage of £15.17 - higher than the government minimum for over 23s, currently £10.42 per hour.



It also means that anyone who provides services to, or has contracts with us, must pay the Living Wage, setting the bar for good employer practices in the region. This includes those who provide services to The West of England and Combined Authority, such as cleaning and facilities management contracts, as well as those who have contracts with us - such as IT providers.

WE ARE A FOUNDING MEMBER OF THE GOOD EMPLOYMENT CHARTER

We're proud to have been accredited as a founding Member of the West of England Good Employment Charter.

The [Good Employment Charter](#) is a voluntary membership and accreditation scheme aimed to create an active network of employers within the West of England that are committed to supporting the basis of 'good work'. The Good Employment Charter is defined by seven key characteristics of good employment: recruitment, secure work, Real Living Wage, developing people, health & wellbeing, flexible work and engagement & voice.

