Role Profile

The Role

Role Title:	Service Transition Analyst	Reporting to (job):	IT Service Transition Manager
Legacy job titles covered by this role profile:	N/A	Jobs that typically report into this role:	None
Function / Org Unit	IT	Job Number:*(to be assigned by Reward)*	
Base and travel	hybrid - Southwater and home based	Band *(to be assigned by Reward)*	B

Role Dimensions

Number of direct reports	0	Manager/Individual Contributor:	Individual Contributor
Number of dotted line reports	0	Budget (Operating/Capital)	N/A
Total No of Reporting Staff (include all direct and indirect reports)	0	Decision Making Authority & Responsibility for Resources	Prioritisation of own workload - balancing reactive work with project demand Support and manage relevant Service Transition tasks to ensure that IT products and solutions are presented into the live operational environment to an agreed level of completeness and quality

| | | | Responsibility to ensure receiving teams in IT are resourced, trained and ready to manage the live service, and that all required administration and support processes and third party arrangements are in place and in line with business expectations.

Identify and escalate any Service Transition issues to IT management team

Responsibility for procedures and providing training for Service Desk and support teams. |
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| Working Environment | Hybrid - Southwater and home based | | |
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| **Role Purpose** | The role covers the provision of planning and coordination of service design and transition activities across functions, projects, suppliers and support teams for a portfolio of IT Services within the business as directed by the Service Transition Manager

Build and maintain relationships with project managers and service/operations managers to influence their decisions regarding the approach to implementing new or changed services.

Own, update and maintain all Service Transition processes and associated materials.

To confirm IT Operations are ready to maintain and support the solution in line with the service design.

To confirm the essential Operational Acceptance Criteria have been met and remedial action planned for any non-essential criteria. | | |

Principal Accountabilities	Service Acceptance - SFIA Level 5
	- Engages with delivery teams to ensure correct products are produced in a timely fashion - Engages with a variety of stakeholders and delivery life-cycle activities - Evaluates the quality of project outputs against agreed service acceptance criteria - Ensures the service provider is ready to operate the new service when it has been deployed Stakeholder relationship management - SFIA Level 4 - Deals with problems and issues, managing resolutions, corrective actions, lessons learned, and the collection and dissemination of relevant information from customers and stakeholders - Helps develop and enhance customer and stakeholder relationships - Identifying stakeholders and analysing the relationships - Operational management of stakeholder relationships and communications Project Management - SFIA Level 4 - Works alone or with a small team actively participating in all phases of a project and identifies, assesses and manages appropriate risks effectively - Agrees service transition approach with stakeholders and schedules meetings to track activities against the service acceptance criteria and delivery schedule, managing stakeholder involvement as appropriate - Using visual techniques for project tracking and reporting Availability Management - SFIA Level 4 - Analyses service and component availability, reliability, maintainability and serviceability - Implements arrangements for disaster recovery and documents recovery procedures. Conducts testing of recovery procedures - Implementing availability management practices to support cloud-based service Service Level Management - SFIA Level 4 - Monitors service delivery performance metrics - Liaises with stakeholders to help them plan for a deterioration in service and/or breaches of service level - Negotiates service level requirements and agreed service levels with customers

	Acceptance Testing - SFIA Level 3 ● Analyses and reports on test activities, results, issues and risks ● Planning, identifying, designing, managing, executing and reporting on the outcomes of acceptance tests Service Catalogue Management - SFIA Level 3 ● Collates information needed to populate the service catalogue ● Edits and maintains service and product descriptions and keeps the list of available services up to date ● Tracking the list of available services as new services are introduced and current services are amended or retired
Key Interfaces	**Service Transition Manager** - review and communication on Service readiness and reporting **IT Support teams (1st and 2nd line)** - assisting and supporting Service Desk, IT Applications, IT Skills & Solutions and IT Infrastructure teams with project engagement, writing procedures and ensuring basic training and testing **Wider IT department** - Escalating or working with Subject Matter Experts to assist with resolution of service transition criteria **RSPCA Employees (all levels)** - Responding to IT and business stakeholder issues, working together to find and agree solutions **IT Suppliers** - Escalating issues to third party suppliers

The Person	

Personal Attributes and Key Competencies	**SFIA Generic level: Level 3** **Autonomy** ● Works under general direction

	• Uses discretion in identifying and responding to complex issues and assignments • Receives specific direction, accepts guidance and has work reviewed at agreed milestones • Determines when issues should be escalated to a higher level **Influence** • Interacts with and influences colleagues • Has working level contact with customers, suppliers and partners • May supervise others or make decisions which impact the work assigned to individuals or phases of projects • Understands and collaborates on the analysis of user/customer needs and represents this in their work **Complexity** • Performs a range of work, sometimes complex and non-routine, in a variety of environments • Applies methodical approach to issue definition and resolution **Knowledge** • Has a sound generic, domain and specialist knowledge necessary to perform effectively in the organisation typically gained from recognised bodies of knowledge and organisational information • Demonstrates effective application of knowledge • Has an appreciation of the wider business context • Takes action to develop their own knowledge **Business Skills** • Demonstrates effective communication skills. Plans, schedules and monitors own work (and that of others where applicable) competently within limited deadlines and according to relevant legislation, standards and procedures • Contributes fully to the work of teams • Appreciates how own role relates to other roles and to the business of the employer or client • Demonstrates an analytical and systematic approach to issue resolution • Takes the initiative in identifying and negotiating appropriate personal development opportunities • Understands how own role impacts security and demonstrates routine security practice and knowledge required for own work

Essential Key Skills, Qualifications & Experience	Understanding and skills in working with the following ● ITIL frameworks and service management areas and techniques ● Using general office software for updating documents Qualifications ● Educated to bachelor degree level or significant experience in IT support and delivery ● 'A' Levels or equivalent with one science or IT related discipline ● ITIL Foundation certified (v2 - v4) Experience of ● Proven experience in transitioning projects from development into support ● Using IT Service Management ticketing software ● Solving business problems through the application of critical thinking ● Effective engagement with stakeholders
Desirable Key Skills Qualification & Experience	● ITIL v4 certification beyond Foundation ● ITIL v2 / v3 ITIL certification in Transition
Personal commitment to:	Adhere to the Society's charitable objectives, which are to promote kindness and prevent or suppress cruelty to animals. Take care of their own health and safety and that of others who may be affected by their acts and omissions. Uphold the RSPCA's core values Cooperate with Society policies and procedures Understand and comply with any Society Code of Conduct.
RSPCA Core Values	Our values for our employees, volunteers, trustees, branches and future members of our Community Engagement Programme guide everything that we do.

They also guide how we work to rescue and care for animals and how we work with individuals, families, communities and other organisations.

We are compassionate: we care deeply about the lives of animals, we have empathy for people, we act with kindness and consideration at all times

We are inspirational: we are life changing, we inspire by taking the lead, we speak up when others don't, we take brave decisions, we change animals' lives for the better

We are committed: we never give up, we have energy and determination, we rescue animals from cruelty and neglect, giving them new opportunities and supporting others in doing so, and advocate for all animals at risk of harm

We are expert: we have expert knowledge which we willingly share, we act on the basis of evidence, we underpin our decisions and actions with science, data and experience

We act with integrity: we are honest and trustworthy, we act with integrity, we do what's right

Creation and Authorisation					
Statements in this Role Profile are intended to reflect, in general, the duties and responsibilities of the position, but are not to be interpreted as totally inclusive.					
Profile written by:	James McGinty	**Role:**	Service Transition Manager	**Date:**	25/04/2022
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Approved by (HR):	Lauren Burnett	**Role:**	HRBP	**Date:**	13/5/22
Date Job last evaluated:	May 2022				