



## Role Profile

The Role			
Role Title:	IT Customer Services Manager	Reporting to (job):	Head of IT Customer Services (IT Customer solutions)
Legacy job titles covered by this role profile:	IT Services manager IT Service desk manager	Jobs that typically report into this role:	IT First and second level Service desk
Function / Org Unit	IT	Job Number:	
Base and travel	Hybrid Based in HQ Occasional travel to UK sites.	Band ( <i>to be assigned by Reward</i> )	LC
Role Dimensions			
Number of direct reports	3-5	Manager/Individual Contributor:	Individual contributor and line manager
Number of dotted line reports		Budget (Operating/Capital)	
Total No of Reporting Staff (include all direct and indirect reports)	5	Decision Making Authority & Responsibility for Resources	<ul style="list-style-type: none"><li>• Responsible for managing service incidents and requests for approx 1600 users.</li><li>• Approval of asset allocation to staff.</li><li>• Triage and prioritisation of incidents and service requests, deciding what needs escalating.</li><li>• Decision to initiate the major incident / security incident process - with corresponding impact on resources.</li></ul>

			<ul style="list-style-type: none"><li>• Owns the Incident and Service Request processes and subject matter expert for the implementation of those processes in the ITSM system.</li><li>• Governs the Starter and leaver process - key to department reputation and security of RSPCA data.</li><li>• Security and Compliance, identification and escalation of security issues and non-compliance to policies.</li><li>• Responsible for operational acceptance of new services and related support documentation.</li><li>• Responsible for management of selected key IT suppliers, maintaining good working relationships and obtaining value.</li><li>• Responsible for regular client device replacement planning and delivery - effective deployment of valuable assets</li></ul>
Working Environment	Office based, typically using computer equipment for extended periods.		
Role Purpose	<p>The post holder is responsible for the management of the Service Desk function, and owns Incident management and Service Requests processes, including logging and resolution, for all RSPCA staff and users. The post holder is responsible for ensuring that a customer service ethos is integral to the Service Desk team and reflected across the wider IT function.</p> <p>The post holder is responsible for ensuring the RSPCA receives cost effective IT Services and that the team operates in line with the IT Infrastructure Library (ITIL) Service framework to agreed service levels.</p> <p>The post holder is also responsible for ensuring the continued development and efficiency of the support service and for maintaining effective communications with customers at all levels.</p>		

	<p>The post holder and team members will act as the central point of contact between RSPCA customers and IT Service Management. Where appropriate, provides an interface for other activities such as Change, Problem, Configuration, Release, Service Level and IT Service Continuity Management.</p>
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## Principal Accountabilities

### Service level management - SFIA level 5

- Ensures that service delivery meets agreed service levels.
- Negotiates service level requirements and agreed service levels with customers.
- Manages customer expectations and perceptions in order to optimise customer satisfaction.
- Works with customers to establish qualitative assessment of the service provision, from the client/user perspective. Identifies potential service improvements based on analysis of metrics and satisfaction surveys.
- Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.
- Establishes and maintains operational methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.

### Customer service support - SFIA level 5

- Ensures that all requests from users are handled promptly and effectively according to standards and procedures.
- For all requests that cannot be directly resolved, provides an effective interface between users and service providers; ensures that priority setting and escalation procedures are applied effectively and that all complaints are responsibly and professionally resolved.
- Ensures that tracking and monitoring of performance of service delivery through all channels (human, digital, self-service, automated) is carried out, metrics and reports are analysed, and issues are resolved.
- Specifies, agrees and applies standards. Drafts and maintains policy, standards and procedures for the customer service and/or service desk functions
- Ensures that the catalogue of services that can be requested, and that are supported, is complete and current.
- Responsible for day-to-day management, resource planning and work allocation of the customer service function, to meet agreed service levels.

### Incident management - SFIA level 4

- Prioritises and diagnoses incidents according to agreed procedures. Ensures that incidents are handled according to agreed procedures
- Investigates causes of incidents and seeks resolution. Ensures that documentation of supported components is available and accessible to all who need to use it.
- Escalates unresolved incidents, providing an effective interface between users and service providers supplying all necessary diagnostic information.

	<ul style="list-style-type: none"> <li>Facilitates recovery, following resolution of incidents. Documents and closes resolved incidents according to agreed procedures</li> <li>Contributes to testing and improving incident management procedures.</li> </ul> <p><b>Supplier Management - SFIA level 4</b></p> <ul style="list-style-type: none"> <li>Collects supplier performance data (quantitative and qualitative), and investigates problems.</li> <li>Monitors and reports on suppliers' performance, customer and market intelligence. Validates that suppliers' performance is in accordance with contract terms.</li> <li>Engages proactively and collaboratively with suppliers to resolve incidents, problems, or unsatisfactory performance.</li> <li>Implements supplier service management related improvement initiatives and programmes.</li> <li>Acts as the liaison between the organisation and supplier, both internal and external, owning the contract relationship on behalf of the customer organisation, enabling all communications to take place effectively and efficiently.</li> </ul> <p><b>Problem management - SFIA level 3</b></p> <ul style="list-style-type: none"> <li>Initiates action to resolve problems in systems and services.</li> <li>Documents such incidents and problems within the defect/problem reporting system.</li> <li>Matches unresolved incidents against existing problems, known errors and other incidents.</li> <li>Assists with the implementation of agreed remedies and preventative measures</li> <li>Supports service level management in monitoring the impact of problems on agreed service levels.</li> <li>Produces reports on defect/problem reporting data (e.g. data extracted from the known error database and/or configuration management system).</li> <li>Takes agreed actions as directed relating to problem investigation and resolution within the allotted timescales.</li> </ul>
<b>Key Interfaces</b>	<p><b>Head of IT Operations</b> - escalation point for major incidents or emerging problems</p> <p><b>Infrastructure Manager</b> - management of ongoing incidents, emerging problems / major incidents</p> <p><b>Platform Manager</b> - management of ongoing incidents, emerging problems / major incidents</p> <p><b>Security officer</b> - escalation of potential security incidents and seeking guidance</p> <p><b>HR management</b> - to ensure the smooth operation of the starters and leavers process and to handle any exceptional requests.</p> <p><b>IT admin team</b> - for asset management and fulfilment of hardware and software required to meet service requests.</p> <p><b>IT business partners</b> - close collaboration in order to provide a seamless “front door” for staff whether dealing with new demand or service requirements.</p>

## The Person

### Personal Attributes and Key Competencies

#### Core:

##### Autonomy - SFIA level 5

- Works under broad direction
- Work is often self initiated
- Is fully responsible for meeting allocated technical, project, management objectives
- Establishes milestones and has a significant role in the assignment of tasks and/or responsibilities

##### Influence - SFIA level 4/5

- Influences customers, supplier, partners and peers
- Builds appropriate and effective business relationships
- Influences customers, suppliers and partners at account level.
- Makes decisions which influence the success of projects and team objectives. May have some responsibility for the work of others and for the allocation of resources
- Engages with and contributes to the work of cross-functional teams to ensure that customers and user needs are being met throughout the deliverable/scope of work. Facilitates collaboration between stakeholders who share common objectives..

##### Complexity - SFIA level 4/5

- Undertakes work which requires the application of front fundamental principles in a wide and often unpredictable range of contexts
- Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
- Applies, facilitates and develops creative thinking concepts or finds innovative ways to approach a deliverable.

##### Knowledge - SFIA level 4

- Has a thorough understanding of recognised generic industry bodies of knowledge and specialist bodies of knowledge as necessary. Has gained a thorough knowledge of the domain of the organisation.
- Is able to apply the knowledge effectively in unfamiliar situations and actively maintains own knowledge and shares with others.
- Rapidly absorbs and critically assesses new information and applies it effectively.

	<p><b>Business skills - SFIA level 4</b></p> <ul style="list-style-type: none"> <li>• Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences when engaging with colleagues, users/customers, suppliers and partners.</li> <li>• Selects appropriately from, and assesses the impact of change to applicable standards, methods, tools, applications and processes relevant to own specialism.</li> <li>• Demonstrates an awareness of risk and takes an analytical approach to work.</li> <li>• Maximises the capabilities of applications for their role and evaluates and supports the use of new technologies and digital tools.</li> <li>• Contributes specialist expertise to requirements definition in support of proposals.</li> <li>• Shares knowledge and experience in their own specialism to help others.</li> <li>• Learning and professional development — maintains an awareness of developing practices and their application and takes responsibility for driving their own development. Takes the initiative in identifying and negotiating their own and supporting team members' appropriate development opportunities. Contributes to the development of others.</li> <li>• Security, privacy and ethics — fully understands the importance and application to own work and the operation of the organisation. Engages or works with specialists as necessary.</li> </ul>
<b>Essential Key Skills, Qualifications &amp; Experience</b>	<p>Line management experience and Mentoring, coaching and training of colleagues.</p> <p>Experience in providing excellent customer service support in a complex IT environment.</p> <p>Experience of working to ITIL standards in an IT support environment.</p> <p>Experience of using and owning Service Desk tools to log and manage all Incidents and Service requests and to identify and manage trends and problems.</p> <p>Knowledge of business Information Technologies, including the following:</p> <ul style="list-style-type: none"> <li>• Hardware - laptop and mobile device builds and management</li> <li>• Enterprise cloud technologies such as Salesforce, Google</li> <li>• Telephony VoIP systems</li> </ul> <p>Technical qualification in Computer Systems and /or recognised IT qualification to diploma level. ITIL Foundation certificate</p>

<b>Desirable Key Skills Qualification &amp; Experience</b>	ITIL practitioner 3 years of managing customer facing IT service operations

<b>Creation and Authorisation</b>			
<i>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.</i>			
<b>Profile written by:</b>	Alan Moynihan & Nicholas Hutcheson	<b>Role:</b> HoD IT Customer Solutions HoD IT Operations	<b>Date:</b> 06/05/2022
<b>Approved by (operations):</b>	Nick George	<b>Role:</b> Assistant Director IT	<b>Date:</b> 06/05/2022
<b>Approved by (HR):</b>	Lauren Burnett	<b>Role:</b> HRBP	<b>Date:</b> May 2022
<b>Date Job last evaluated:</b>	May 2022		