CITY OF BRADFORD METROPOLITAN DISTRICT COUNCIL

JOB PROFILE

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| **DEPARTMENT: Corporate Resources** | **SERVICE GROUP: IT Services** | |
| **POST TITLE: ISP Incident Manager & Service Improvement** | **REPORTS TO: IT Service Improvement & Assurance Manager** | |
| **GRADE: Band 6 – PO3** | | **SAP POSITION NUMBER :** |

The following information is furnished to help Council staff and those people considering joining the City of Bradford Metropolitan District Council to understand and appreciate the general work content of their post and the role they are to play in the organisation. The duties and responsibilities highlighted in this Job Profile are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and scope of the post and the grade has been established on this basis.

As a candidate you will be expected to demonstrate your ability to meet the special knowledge, experience and qualifications required for the role by providing evidence in the application form for the purpose of shortlisting. Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column of this section.

The employee competencies are the minimum standard of behaviour expected by the Council of all its employees and the management competencies outlined are those relevant for a post operating at this level within our organisation.

Both sets of competencies will be used at interview stage and will not be used for short listing purposes.

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| **Key Purpose of Post:** | |
| Working in Digital Programmes & Projects team and working in the Service Improvement team to provide Incident Management that enables the department to meet and exceed agreed service levels to its customers.  As our Incident Manager you will be responsible for managing the end to end Incident Management process and assisting with proactive Incident Management across our IT Services teams. Providing leadership and clear communication through to resolution.  You will be able to evidence a strong background managing high severity/impact incidents and efficient communication across a large user base and excellent problem-solving skills. You will be experienced working in a fast paced ITIL aligned environment and demonstrate a passion for Customer Service and Continual Service Improvement. | |
| **Main Responsibilities of Post:** | |
| Support the development of the Incident Management process and tools to meet the needs of the business.  Ensure clear, concise and timely Major Incident communication is triggered to internal and external stakeholders.  Work collaboratively with teams and 3rd parties to ensure technology changes do not adversely impact the customer experience.  Support the Service Improvement & Assurance Manager in transitioning IT Services to an ITIL v4 compliant and ISO20000 accredited service.  Responsible for the quality and integrity of Major Incident Management process and be the interface with Service Delivery Managers, Support teams and 3rd parties.  Provide recommendations on process and operational improvements that improve incident remediation and service continuity.  Perform and document Post Incident Reviews  Customer Advocate - focus on what is deemed to be the best outcome for the customer.  Contribute to Problem Management, Change Management and Knowledge Management activities within the team, and undertake Continual Service Improvements as a day to day activity.  Act as a change lead and mentor to facilitate process improvement projects, training & workshops to drive cultural change.  Support the continuous development and enhancement of the service, and ensure that customer care and service excellence are established as core values.  Establish reporting and analysis to identify appropriate KPIs and targets to drive improvement to the customer experience.  Ensure compliance with appropriate policies, procedures and guidelines. | |
| **Structure:** | |
| **Special Knowledge Requirement: Essential for shortlisting.** | |
| **Applicants with disabilities are only required to meet the essential special knowledge requirements shown by a cross in the end column** | |
|  | **Essential** |
| Due to the Governments fluency in English Duty for posts where employees speak directly to members of the public the post holder is required to meet the Advanced Threshold level which will be implemented where the post requires a greater level  of sensitive interaction with the public,( e.g. in children’s centres) – where the person is able to demonstrate that they can during the interview’s  a)can express themselves fluently and spontaneously , almost effortlessly  b)Only the requirement to explain difficult concepts simply hinders a natural smooth flow of language | X |
| Apply management and leadership skills to lead a high performing team. | X |
| Proven experience as an Incident Manager in a similarly sized organisation. | X |
| Significant experience of managing Major Incidents, providing leadership to resolution and clear communications throughout. | X |
| Apply in-depth knowledge of continuous improvement methods. | X |
| Strong familiarity with ITIL v3/v4 as demonstrated through formal training and/or certification or through practical experience in developing and/or implementing ITIL compliant processes, including Incident, Problem & Change. | X |
| Able to establish analytics and reports to measure effectiveness of ITIL processes, SLAs and KPIs. | X |
| Ensure that systems, processes and methodologies as specified are followed to enable effective monitoring, control and support of service delivery | X |
| Collaborative Working  You can:   * contribute to the work of others * motivate and empower resolver teams * create the right environment for teams to work in, and can identify the best team makeup depending on the situation * recognise and deal with issues | X |
| Able to deliver excellent customer service. |  |
| Previous experience of implementing or working within an ISO20000 framework |  |
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| **Relevant experience requirement: Essential for shortlisting** |
| Experience working in an ICT environment AND a related BTEC National Level qualification or equivalent. |
| OR |
| Significant experience of working in an ICT environment in the capacity of an Incident, Problem or Change Manager. |
| **Relevant professional qualifications requirement: Essential for shortlisting** |
| See above. |
| **Core Employee competencies at manager level to be used at the interview stage.** |
| **Carries Out Performance Management** – covers the employees capacity to manage  their workload and carry out a number of specific tasks accurately to a high standard. |
| **Communicates Effectively** - covers a range of spoken and written communication skills required as a regular feature of the job. It includes exchanging information/building relationships, giving advice and guidance, counselling, negotiating and persuading and handling private, confidential and sensitive information. |
| **Carries Out Effective Decision Making** - covers a range of thinking skills required for taking initiative and independent actions within the scope of the job. It includes planning and organising, self effectiveness and any requirements to quality check work. |
| **Undertakes Structured Problem Solving** **Activity** - covers a range of analytical skills required for gathering, collating and analysing the facts needed to solve problems. It includes creative and critical thinking, developing practical solutions, applying problem solving strategies and managing interpersonal relationships. |
| **Operates with Dignity and Respect** - covers treating everyone with respect and dignity, maintains impartiality/fairness with all people, is aware of the barriers people face. |

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| **Management Competencies: to be used at the interview stage.** | | |
| **Operates with Strategic Awareness** Our managerswork with corporate priorities and policies in a joined up way with others, internally and externally. Works democratically, transparently and accountably. | | |
| **Practices Appropriate Leadership** Our managers motivate their staff to exceed expectations through raising their awareness of goals and moving them beyond self interest for the sake of the team or service. They consider serving the District in all that they do. | | |
| **Delivering Successful Performance** Our managers monitor performance of services, teams & individuals against targets & celebrate great performance. They promote the District’s vision & work to achieve Council’s values & agreed outcomes. | | |
| **Applying Project and Programme Management** Our manager’s work to ensure that outcomes and objectives are achieved within desired timescales make best use of resources and take a positive approach to contingency planning. | | |
| **Developing High Performing People and Teams** Our managers coach individuals and teams to achieve their potential and take responsibility for continuous improvement. They champion the Council’s values and goals. | | |
| **Working Conditions:** | | |
| Must be able to perform all duties and tasks with reasonable adjustment, where appropriate, in accordance with the Equality Act 2010 in relation to Disability Provisions. | | |
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| **Special Conditions:** | | |
| None | | |
| **Compiled by:**  Paul Keenan  **Revised**  **Date:** | **Grade Assessment Date: N/A** | **Post Grade: N/A** |