**ROLE PROFILE**

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| **Role Title** | **Service Design & Transition Manager** | **Location** | **Any** |
| **Business Unit** | **Technology** | **Job Family** |  |
| **Reports to Role Title** | **Head of Service Design and Transition** | **Sub Family** |  |

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| **PURPOSE** | | | |
| Reporting to Head of Service Design and Transition, the Service Design and Transition Manager is responsible for managing the design and transition of IT services to ensure they meet business requirements and are delivered effectively. This role involves collaborating with cross-functional teams to create innovative service designs, facilitating smooth transitions, and driving continuous improvement initiatives. | | | |
| **CORE ACCOUNTABILITIES** | | | |
| **Service Design Management**   * Lead the service design process, collaborating with stakeholders to define service requirements and ensure alignment with business objectives. * Develop service design specifications, ensuring they encompass usability, reliability, and performance criteria.   **Transition Planning**   * Manage the end-to-end service transition process, ensuring that new and changed services are transitioned smoothly into the operational environment. * Create detailed transition plans, outlining key activities, timelines, and resource requirements.   **Stakeholder Engagement**   * Engage with business units and technical teams to gather input and feedback throughout the service design and transition phases. * Facilitate workshops and meetings to promote understanding and collaboration among stakeholders.   **Quality Assurance**   * Establish and implement quality assurance processes to ensure that service designs meet established standards and requirements. * Monitor and evaluate service performance post-transition, identifying areas for improvement.   **Documentation and Standards**   * Maintain comprehensive documentation of service design and transition processes, ensuring accessibility for relevant stakeholders. * Define and uphold standards for service design and transition, ensuring compliance with organizational policies and frameworks.   **Continuous Improvement**   * Drive initiatives to refine service design and transition processes, leveraging feedback and performance data to enhance service delivery. * Stay updated on industry trends and best practices, integrating them into service design and transition methodologies. | | | |
| **CONTACTS/ KEY RELATIONSHIPS & NATURE OF INFLUENCE** | | | |
| **Internal:**   * IT Support Teams * Senior Management   **External:**   * 3rd Party Service Providers | | | |
| **KNOWLEDGE/ EXPERIENCE/ SKILLS** | | | |
| **Experience**   * Minimum 5–7 years of experience in IT service design, transition, or management roles, with a track record of successful service implementations. * Strong understanding of service management frameworks (e.g., ITIL, Agile).   **Skills and Competencies**   * Strong leadership and team management skills, with the ability to inspire and develop team members. * Excellent verbal and written communication skills, with the ability to engage effectively with diverse stakeholders. * Strong analytical skills, with a focus on data-driven decision-making and problem-solving. * Commitment to understanding and addressing customer needs to deliver high-quality services. * Proficient in project management methodologies and tools, with experience managing multiple projects simultaneously. | | | |
| **PROFESSIONAL QUALIFICATIONS & EDUCATION** | | | |
| **Essential:**   * Extensive ITIL v4 certification essential, ITIL Managing Professional preferred | | | |
| **TECHNICAL/ BEHAVIOURAL/ PERSONAL COMPETENCIES** | | | |
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| **BUSINESS SPECIFIC REQUIREMENTS (Optional Section)** | | | |
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| **OPERATING ENVIRONMENT & CONTEXT:**  **TRAVEL & OTHER REQUIREMENTS** | | | |
| **ROLE DIMENSIONS** | | | |
| No of Direct Reports | 0 | Financial Impact (Direct) |  |
| Total Team Size | 13 | Financial Impact (Indirect) |  |
| No of Locations |  | Other/ People Manager (yes/ no) |  |

Back Office Use only:

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| **Job Code** |  | **Reward Level** |  | **TW Grade** |  |
| **Salary Survey Ref** |  | **Career Level** |  | **Date Created** |  |
| **Salary Min** |  | **Salary Mid** |  | **Salary Max** |  |