Job Related Information

This document includes information about the role for which you are applying and the information you will need to provide with your application.

1. Role Details

<table>
<thead>
<tr>
<th>Vacancy reference</th>
<th>15183</th>
</tr>
</thead>
<tbody>
<tr>
<td>Job title:</td>
<td>Service Transition Manager</td>
</tr>
<tr>
<td>Reports to:</td>
<td>Head of Service Transition</td>
</tr>
<tr>
<td>Salary:</td>
<td>£40,792 - £48,677</td>
</tr>
<tr>
<td>Terms and conditions:</td>
<td>Academic related</td>
</tr>
<tr>
<td>Grade</td>
<td>G8</td>
</tr>
<tr>
<td>Duration of post:</td>
<td>Permanent</td>
</tr>
<tr>
<td>Working hours:</td>
<td>As per academic related contract, usually 37 hours per week</td>
</tr>
<tr>
<td>Location:</td>
<td>Milton Keynes</td>
</tr>
<tr>
<td>Closing date:</td>
<td>16 October 2018</td>
</tr>
<tr>
<td>Type of application form accepted:</td>
<td>Full with CV and covering letter</td>
</tr>
<tr>
<td>Number of referees required:</td>
<td>3</td>
</tr>
<tr>
<td>Unit recruitment contact:</td>
<td>Lesley Weaving</td>
</tr>
</tbody>
</table>
2. Summary of duties

The Introduction to Service team act as a conduit between IT and/or Business project teams, and the in-life Service Operations teams. The purpose of the team is to oversee the transition of new and changed services into the live environment, and to assure the appropriate level of operational service from that point.

This post is located within the Service Transition area of IT Service and Support, IT. Service Transition is responsible for the transition of IT services – and specifically includes IT Release Management, IT Environments Management, Change Management and Introduction to Service.

The Service Transition Manager post is responsible for acting as the work stream lead for the transition of services, ensuring that Service Acceptance criteria are agreed and delivered for specific services prior to their live implementation.

1. Main purpose of the post

The Service Transition Manager will be responsible for:

- The Lead Service Transition Manager for specific projects / programmes – leading Service Transition work-streams where required
- Developing and agreeing Acceptance criteria for services, and governing the delivery against them
- Matrix management of transition work stream teams – coordinating and monitoring resource as necessary
- Establishing and operating transition governance controls – in order to identify and manage areas of shortfall or risk and working towards mitigating these
- Working with Service Management and Service Delivery teams in order to develop and mature Introduction to Service processes, and embed into project methodologies
- Acting as the Service Management lead for new services during their early life support – providing continuity between project and run-state stages
- Owning the delivery of knowledge transfer activities - to ensure appropriate levels of knowledge for new services to key operational teams are in place

2. Staff for whom the post holder carries Supervisory/ Management responsibility:
None

3. Responsibility for management of financial resources and/or assets
None

3. Person specification

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None

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None

4. Qualifications & experience

**Essential**

- Formal ITIL v2/v3 qualification (Foundation Certification)
- A First Degree or equivalent qualification
- Demonstrable experience of working within an ITIL Service Management framework
- Experience of managing service transitions/ projects following recognised project methodologies (e.g. PRINCE2 / APM / PMI /Agile / Waterfall)
- Demonstrable experience of delivering business change – including matrix management of project/ work stream teams
- Previous exposure to service readiness, service introduction or transition management roles
- Able to demonstrate an excellent customer service approach
- Evidence of an understanding of new technologies and their support issues
- Established interpersonal skills, initiative, communication, negotiating, influencing and team working
- Demonstrable experience of managing own workload, against a backdrop of external deadlines
- Demonstrable ability to build and maintain strong interpersonal relationships

**Desirable**

- ITIL v2/v3 practitioner qualifications in an appropriate Service Transition area
- Project Management Certification (e.g. PRINCE2 / APM / PMI /Agile / Waterfall)
- Experience of IT project management roles
5. Description of duties

**Introduction to Service 70%**
- Provide Service Transition representation and expertise as input for specific projects
- Leading service transition work streams as required – including the matrix management of project resources to deliver agreed Service Acceptance criteria
- Ensure that Introduction to Service requirements are defined, agreed and tracked throughout a project lifecycle - e.g. Design, Build, Test and Deployment.
- Develop, implement and continually mature Introduction to Service practices and processes – in-line with best practice approaches
- Implement and operate governance controls – to track the delivery of Introduction to Service acceptance criteria throughout the lifecycle of a project
- Ensure that exceptions (e.g. time / cost / quality) are identified in a timely manner, and appropriate actions are initiated to address them
- Liaise with stakeholders to identify areas of risk, and initiate and track the progress of mitigating actions
- Ensure that the latest Introduction to Service requirements are embedded into the project methodology,
- Manage an appropriate level of communications – ensuring that knowledge is transferred between project and operational service teams for new, or significantly changed services

**Management 10%**
- Provide mentoring, support and advice and guidance on best practice Service Transition processes
- Establish stakeholder network (Service Delivery peers, project team members, business managers, wider IT teams) in order to gain trust and respect, and build effective working relationships

**Other 5%**
- To provide support and assistance to all functions under Service Transition

**EXCEPTIONAL OR DEPUTISATION DUTIES**
- To deputise for the Head of Service Transition as required.
- Other duties as may be required by the line manager or Head of Service Transition, from time to time or as the nature of the role evolves commensurate with the job grade.

4. Role specific requirements e.g. Shift working

N/A
5. About the unit/department

INFORMATION ABOUT INFORMATION TECHNOLOGY (IT)

The Higher Education sector in England is undergoing dramatic change as institutions adjust to serious reductions in state funding for teaching and students have to bear more of the cost of their education. As well as these cost drivers, the entry of more private providers to the sector and the increasing consumer power of high fee-paying students will put a premium on service delivery and cost efficiency. In turn, this will throw emphasis on the development of robust, efficient, enterprise-scale IT systems to increase efficiency and customer choice.

Information Technology provides and supports all central University IT services and is responsible for the University's technical infrastructure. In addition to this service and support provision, it develops systems to support the business requirements of the organisation.

Operations & Infrastructure

We provide a wide range of functions to support our 24*7 services to students and staff.

We design, build, secure, monitor and support the network, storage, server, unified communications and desktop infrastructure to deliver systems that run 24 hours a day, 7 days a week, in a secure and robust manner.

IT Infrastructure & Operations work in close partnership with IT Delivery, providing the platforms for the University's extensive range of applications to run on.

In order to get the maximum benefit from our services we run a programme of continuous improvement and provide advice and guidance on how to get the best from IT.

IT Operations & Infrastructure Key Facts:

• Over 50,000 students log on each day

• We support over 1,200 servers and 7,000 desktop machines.

• Our processes are built around the ITIL service management framework.

• IT Security work to the ISO27001 standard

• We receive over 9,000 inbound phone calls a day

• IT support process over 100 service requests every day

• We reject over 91,000 spam e-mails every day
6. How to obtain more information about the role or application process

If you would like to discuss the particulars of this role before making an application, please Chris Wigglesworth on 01908 858500 or email: chris.wigglesworth@open.ac.uk

If you have any questions regarding the application process, please contact Lesley Weaving on 01908 655722 or email: IT-Recruitment@open.ac.uk.

7. The application process and where to send completed applications

<table>
<thead>
<tr>
<th>Please ensure that your application reaches the University by:</th>
<th>Midday 17 October 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post it to:</td>
<td>Mrs Lesley Weaving</td>
</tr>
<tr>
<td>Name/Job title:</td>
<td>IT Recruitment Admin Assistant</td>
</tr>
<tr>
<td>Department/Unit:</td>
<td>IT Recruitment</td>
</tr>
<tr>
<td>Address:</td>
<td>Berrill Level 0 South, Open University, Walton Hall, Milton Keynes</td>
</tr>
<tr>
<td>Post Code:</td>
<td>MK7 6AA</td>
</tr>
<tr>
<td>Or e-mail your application to:</td>
<td><a href="mailto:IT-Recruitment@open.ac.uk">IT-Recruitment@open.ac.uk</a></td>
</tr>
</tbody>
</table>

8. Selection process and date of interview

<table>
<thead>
<tr>
<th>The interview panel will be chaired by:</th>
<th>Chris Wigglesworth</th>
</tr>
</thead>
<tbody>
<tr>
<td>The other members of the interview panel will be:</td>
<td>TBA</td>
</tr>
<tr>
<td>The interviews will take place on:</td>
<td>w/c 29/10/2018</td>
</tr>
<tr>
<td>The selection process for this post will include</td>
<td>Interview and presentation</td>
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</table>

We will let you know as soon as possible after the closing date whether you have been shortlisted for interview. Further details on the selection process will also be sent to shortlisted candidates.
Applications received after the closing date will not be accepted.