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**Job Description**

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| **Job title:** | **Service Manager (*ahs*)** |
| **Department/School:** | **Computing Services** |
| **Grade:** | **8** |
| **Location:** | **University of Bath** |

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| **Job purpose** |
| The Service Manager will be responsible for the provision of effective technology and support services to meet the requirements of the University’s staff and students with particular focus on the requirements of the **ahs** (Accomodation, Hospitality and Security) team and customers. The post-holder will be expected to establish and maintain positive relationships with staff, students and all levels of the Computing Services department.  The post-holder will be responsible for the delivery of a first class support service to the ahs department through the leadership of the EPOS support manager and a matrix structure of resource as appropriate to specific projects. They will liaise with senior customers within **ahs**, Computing Services and beyond to assist in the creation and development of new services to meet the evolving needs of the University. |

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| **Source and nature of management provided** |
| Assistant Director (User Services). |

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| **Staff management responsibility** |
| Line management and recruitment of IT support staff for working in **ahs**.  The post-holder will be expected to implement and work within the University’s Policies, Procedures and Guidelines. |

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| **Special conditions** |
| Standard University business hours are 9.00 am – 5.20 pm Monday to Thursday and 09:00 am – 5.10 pm Friday.  The post-holder may occasionally be required to undertake duties outside of standard University hours including evenings or weekends where the business need arises.  The post-holder will ensure full compliance with all Data Protection laws and any relevant University policies and guidelines. |

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| **Main duties and responsibilities** | |
| **1** | Recognise the potential strategic application of technology, and initiate investigation and development of innovative methods of exploiting assets, to the benefit of the University. Play a pivotal role in maintaining and enhancing the interface between the **ahs** and Computing Services. |
| **2** | Analyse business processes, identifying alternative technical and procedural solutions and recommending new approaches. Help establish requirements for the implementation of changes in business processes. |
| **3** | Provide organisational leadership and guidelines to promote the development and exploitation of technical knowledge in the organisation. |
| **4** | Line-manage all members of the team, to develop their skills both individually and as a team so that they can provide the best service to the University including the induction, appraisal/SPDR and performance management of team members and the management of sickness/absence and conduct etc. |
| **5** | Review IT services for compliance with organisational policy and legislation specifying any required changes. |
| **6** | Interpret security policy and contribute to the development of standards and guidelines that comply with this. Perform risk assessment and business impact analysis for major information systems within the organisation. |
| **7** | Take responsibility for the definition, documentation and satisfactory completion of medium-scale projects identifying, assessing and managing risks to the success of the project. This will involve the matrix management of staff in both **ahs** and Computing Services. Ensure that realistic project and quality plans are prepared and maintained and provide regular and accurate reports to stakeholders as appropriate. |
| **8** | Promote models for through-life costing of IT assets. Work with **ahs** and Computing Services managers to develop IS/IT budgets and identify best practice purchasing opportunities whilst adhering to University financial rules and regulations. |
| **9** | Communicate effectively acting as a key liaison with customers in **ahs**, suppliers, team members and colleagues across the University, proposing, collating and reporting on KPIs and metrics. |
| **10** | Design and create structured documentation that deals with complex information and manage the configuration of documentation items and files, within own area of responsibility. |
| **11** | Identify and manage resources needed for the planning, development and delivery of specified IT, AV and communications services influencing senior level customers and project teams through change management initiatives, ensuring that the infrastructure is managed to provide agreed levels of service and data integrity. |
| **12** | Contribute to strategies, policies and procedures that seek to guide and shape the services delivered by Computing Services. |
| **13** | Be accountable for the definition, ownership and development of one or more technology services on behalf of **ahs** and Computing Services, and represent the wider community of service users within the University. |
| **14** | Set direction and provide leadership in the introduction and use of techniques, methodologies and tools, to match overall business requirements (both current and future), ensuring consistency across all user groups. |
| In addition to University provided training and development, you will undertake sufficient personal and professional development as required, ensuring skills and knowledge are up to date so that the role is performed to the required level.  You will from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.  Some occasional travelling may be required, for example to user groups or conferences. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to degree level or equivalent qualification or experience in a related field | ✓ |  |
| ITIL (Version 3 or later) Foundation Level Qualification [or with training have achieved this qualification within their probation period] | ✓ |  |
| Professional project management qualification (e.g. PRINCE2 foundation or equivalent) [or with training have achieved this qualification within their probation period] | ✓ |  |
| ILM (Level 3) Qualification or equivalent leadership and management experience | ✓ |  |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Previous experience of leading an IT or AV support service (1st and 2nd tier) ideally in an academic environment | ✓ |  |
| Broad and deep knowledge of current IT and/or AV technologies and their application in a Higher Education context | ✓ |  |
| Knowledge of IT Service Management principles and experience of using an IT Service Management system to manage, allocate and monitor support tasks | ✓ |  |
| Experience of working at a strategic level in a technology environment | ✓ |  |
| Proven experience of supervising or managing and developing an effective team in a complex environment | ✓ |  |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Ability to assign, delegate and direct the work of others | ✓ |  |
| Ability to set standards and measure performance and service effectiveness | ✓ |  |
| Strong influencing and negotiating skills | ✓ |  |
| Strong written and verbal communication skills | ✓ |  |
| Ability to work with HE staff at all levels including senior managers | ✓ |  |
| Excellent reasoning and analytical abilities | ✓ |  |
| Ability to listen, define, write, explain and interpret ideas, strategies and policies | ✓ |  |
| Ability to inform and consult with both staff and customers | ✓ |  |
| Ability to deal with confidential and sensitive information with tact and discretion | ✓ |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |