

POST TITLE	Service Manager
DIRECTORATE	RESOURCES
SERVICE	CUSTOMER & DIGITAL SERVICE
RESPONSIBLE TO	DIGITAL SERVICES, SENIOR RELATIONS & SERVICE MANAGER
NUMBER OF POST HOLDERS	1
ACTING UP/ SECONDMENT	NO

PURPOSE OF JOB

The City of Edinburgh Council operates a complex integrated corporate ICT service with over 18,000 Windows devices, 45,000 iPads and over 150 business applications and services delivered over 300 sites, through a mix of in-house and outsourced support models. A significant and growing number of these services are delivered on a standardised corporate basis with other specialist systems supporting the delivery of particular service areas.

The Service Manager is a key management position within the Digital Services Division. They are responsible, working closely with the business, for ensuring that the ICT service provided both internally and by a range of suppliers meets business needs and contractual agreements. They are responsible for developing a Service function, ensuring that all ICT issues are managed, and preventing future issues from occurring. Digital Services encompasses the management of all IT services as well as the increasing range of end user computing devices, fixed and mobile telephony, across the differing needs of the corporate and the schools estate.

They should constantly strive for process improvement and customer service excellence

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

The Post holder will undertake a very wide range of tasks across the Council including the requirements to:

- Develop a service desk function which meets all internal staff, partner and citizen needs with internal resources or by management of third-party suppliers.
- Be the main point of escalation for ICT service issues across the organisation.
- Establish clear processes and frameworks for consultation with users, the capture of current and potential future issues, issue and problem management
- Develop and enforce standard approaches for service across suppliers, the Digital Services team and departments in terms of incident and problem resolution
- Ensure that appropriate management information is provided by suppliers, and other in-house teams and review and assure its accuracy and quality to ensure that service has been delivered.
- To prepare regular reports on these matters.
- Identify industry best-practice and development of its application in the Council's service management of the strategic ICT partnership and other ICT supplier arrangements
- Ensure that the Chief Digital Officer is fully and timeously appraised of performance and risk in relation to responsibilities.

- Identify opportunities for continuous improvement and demonstrate effective management of change within a complex environment
- Demonstrate the effective management and development of resources to ensure best value with customer focused service design and delivery
- Manage any contentions and interdependencies liaising effectively with multiple service providers, project managers, business sponsors and senior management
- contribute, as appropriate, on behalf of the department in developing corporate strategies and objectives
- provide high level professional advice and business expertise in consulting, problem solving, audit and expertise to support service delivery
- Working with our Communications team ensure issues and resolutions are communicated across the Council, the City, Partner Agencies and Industry, and ensure it is delivered and measured.
- To take responsibility working closely with the Senior Manager and Chief Digital Officer for the implementation and operation of effective governance processes for the ICT service
- maintain, secure and communicate a compelling overall vision ensuring senior managers understand how individual initiatives align towards the overall modernisation of the Council

THE HOW - KNOWLEDGE AND SKILLS (E.G. CREATIVITY & INNOVATION, CONTACTS & RELATIONSHIPS, DECISION MAKING)

The post holder will have/be

- Recognised as the Council expert in this area of work, the postholder will have a degree or equivalent together with an appropriate professional qualification. Alternatively, relevant experience and demonstrated competence will be taken into account.
- Extensive experience of managing ICT service within a diverse organisation and in developing ICT strategies, joint agency working and partnership initiatives. Experience of working with and overseeing delivery by outsourced providers and the supervision of professional staff.
- A broad appreciation of current and legacy IT technologies, ICT good practice (ITIL, Prince2 etc) and the emerging ICT and cyber-security threat landscape.
- A creative and constructive approach to problem solving and develop a positive environment that encourages colleagues to continuously develop and improve services.
- An ability to interpret a range of complex information and to home in on key issues, and inter-dependent factors is essential to ensure that decisions are properly informed by supporting information and technical expertise.
- Confidence in their own judgement, encouraging feedback and responding constructively to alternative ideas and proposals.

The role will require a wide range of contacts both internal and external ensuring the successful delivery of stipulated outcomes. These contacts will include Elected Members, Chief Officials/Senior Officers, other employees, Trade Union officials, partner organisations, external service providers and members of the public. This will include presentations, reports, submissions to and discussions with national agencies, and council management.

ENVIRONMENT (WORK DEMANDS, PHYSICAL DEMANDS, WORKING CONDITIONS, WORK CONTEXT)

This is a senior post within the Council, and as such the post-holder will be expected to operate with considerable autonomy and will be subject to competing and conflicting demands for service delivery. Such demands will come from various sources such as Management teams, the Council Executive and Elected Members as well as Council staff. The post-holder is responsible for the effective management and development of a wide range of services. The post-holder works in a varying environment, often dealing with conflicting political and other vested interests. This means that the post works with a high level of competing priorities and demands, all within tight deadlines, and often subject to revision, which must be dealt with

effectively and diplomatically. There will be a need to manage services not only to time-bound operational demands, but also to incorporate the impact of local and central government legislation. There will also be demands to meet strict deadlines with no margin of error due to legislative requirements. The post-holder works at both a corporate and operational level within the Council to meet a range of strategic and operational deadlines/objectives.

SUPERVISION AND MANAGEMENT OF PEOPLE (NUMBERS AND TYPE OF STAFF), RESOURCES

The postholder will be responsible for the work-planning, co-ordination, management, supervision and career development of a cross-disciplinary team within Digital Services working on a range of areas including: Service Management, supplier management Information Technology, Telecommunications, End user computing support, first line support. They will also be involved with the management and supervision of staff within departments and third party contractor staff associated with the activities outlined for this post. The post-holder should be visible, approachable and capable of building the trust necessary to secure the commitment of manager staff to change.

HEALTH AND SAFETY

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and pupils, is the starting point for a forward-thinking Council.

All employees are responsible for:

- Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions;
- Co-operating with management and following instructions, safe systems and procedures;
- Reporting any hazards, damage or defects immediately to their line manager; and
- Reporting any personal injury and work related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the [Council Health and Safety Policy](#).