
NHS PROPERTY SERVICES LTD**Job Description**

Job title:	Head of Service Management
Level:	5
Type of role:	Permanent
Base:	London
Travel requirements:	Occasional in England
Responsible to:	Head of Technology Service Operations
Directorate:	Technology Services
Job reference:	TSOPS02

Established in 2013, NHS Property Services is a property owner, service provider and advisor, helping to shape the estate of the NHS for the future. We have one goal: to ensure the NHS makes the right property choices that enable excellent patient care.

Our portfolio is one of the largest in the UK, comprising more than 3,000 properties with 7,000 tenants across England. At a total value of more than £3bn, this represents about 10% of the total NHS estate.

Our properties range from listed buildings through to award-winning, state-of-the-art integrated health campuses.

Main purpose / scope of the role

This role is a critical leadership and managerial position reporting directly to Head of Technology Service Operations with overall responsibility for the delivery of the technology operations 'run' environment. The role ensures the strategic direction for the technology service operations function and ensures that the technology services that unpin our business remain highly available and reliable meeting the needs of a constantly changing and growing business.

Within the scope of this role is the leadership and management of the Technology Service Desk, Level 2 Desktop Operations, Level 2 Application Support, and Third-Party Vendor support. The Technology Service Operations team is responsible for ensuring the successful delivery of Incident, Problem, Change, Release, Request and Access Management.

Under the leadership of this role, the Technology Service Operations 'run' team are responsible for ensuring end-to-end Service Delivery Policies, Processes and Procedures are well defined,

integrated, maintained and continually improved within a complex multi-vendor support model. Includes responsibilities for education, training, communications, strategic supplier management, delivery to SLAs, OLAs and UPCs, operation of appropriate governance forums, day to day process outputs, complaints & operational reporting.

Key Responsibilities

- **Strategic Vision** – understanding the future requirements of the NHS Property Services business, defining a strategic approach to deliver upon business requirements through developing people, systems and processes. Working with all the technology service teams within Technology Services to understand the future technologies and solutions. Understanding and aligning to the overall Technology Services Strategy.
- **Team Management and Development** – continuous development of the Technology Service Operations support teams to ensure the right technical and service management capability exists including succession planning across the team.
- **Supplier Management** – To build, manage and maintain strategic outsourcing supplier relationships and ensure service obligations and levels or performance are being met. Develop good relationships with existing and new suppliers who provide SIAM and ITSM solutions.
- **Reporting, Monitoring and Metric** – the ability to understand data is critical to developing tactical and strategic operational changes in Technology Service Operations to respond to business needs. Creating key metrics around Technology Services' performance will enable better decision making and resource allocation.
- **ITSM Excellence** – ensuring NHS Property Service users receive the best customer experience available. Achieving this through developing a strong team culture and working closely with other areas of Technology Services and the wider business.
- **Developing Standards for Working and Sharing Best Practice** – sharing best practice for ITSM and technology operations management across the Technology Services team.
- **Understanding the Organisation** – NHS Property Services is complex and changes frequently. Ability to understand the organisational structure, business and user requirements and key programmes will enable the Head of Technology Service Operations to create the best service.
- **Processes and Tooling** – Technology Service Operations has responsibility to ensure the relevant tooling is available to support the organisation, working with other functions within Technology Service Operations to ensure integrated solutions. This role is accountable for the processes the Technology Service Operations team uses for ITSM to make best use of the people, systems and other resources available as part of the role.

- **Technology Operations Management** - To create and execute ITIL based services that align Supplier and Live Services models, including an effective Incident, Problem, Change and Release Management function at the heart of this model. Act as a senior escalation and communication point for incidents and changes, and communicating with senior stakeholders about progress
- **Problem Management** – Leading the Technology Service Operations team to ensure identification and effective management of problems is a key requirement for this role to prevent problems, eliminate recurring incidents and to minimise the impact of incidents that cannot be prevented.
- **Incident Management** – Leading the Technology Service Operations team to ensure identification and effective management of Incidents.
- **Commercial Management** – a deep understanding of the commercial aspects of supplier, third parties and related contracts that provide technology services and products to NHS Property Services is essential to this role.
- **Senior Management Team** – be part of the Technology Service Operations senior management team, contribute and challenge ideas in a constructive and progressive manner.
- **Risk Management** – to own the risk management framework and approach to managing risks & issues for Technology Services and ensure that mitigation plans are clearly articulated to the appropriate entity
- **BCP** – responsible for the Technology Service Operations Business and IT Service Continuity plans, ensuring that they are tested and improved

Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Masters/Bachelor's degree in computer science, information systems, computer engineering, or a closely related specialist field • ITIL V3 qualified – Service Operations and Service Transition as a minimum 	<p>Prince II, COBIT, Lean, Six Sigma</p>
Knowledge	<ul style="list-style-type: none"> • An ITIL expert, with experience taking strategic responsibility for designing, delivering, managing and improving all aspects of technology operations in a hybrid support environment (insourced/outsourced) • Expert understanding of running a Technology Operations 'run' environment with significant experience managing technology operations teams across Incident, Problem, Release and Change management. • Ability to create a collaborative environment, highly developed stakeholder management • Has good negotiation skills needed to deliver a consensus agreement with SIAM Ecosystem process managers as required. • An understanding of compliance and governance - ISO's, Data Protection, GDPR etc • An understanding of Cloud and Digital Transformation technologies and experience of transitioning to such services and service design around cloud and digital technologies • Good Senior Stakeholder management & reporting skills • Commercial control and management of the P&L • A strong IT Security understanding • Overall responsibility for the recruitment, training and motivation of a large team • Has the experience to deal with and manages exceptions as required • Practical knowledge and experience of • ITIL Service Design and Continual Service Improvement • Presentation and reporting skills to show process performance in service reviews • Able to manage customer and SIAM Ecosystem relationship 	

Experience	<ul style="list-style-type: none"> • Has worked in an environment where Government contracts are procured, as well as the review and renewal of existing supplier contracts • Experience in the support and provision of Technology Service • EUC services and application support • Experience of 3rd party vendor management & management of the delivery of outsource providers - SLA's, KPI's, service reviews etc • Evidence of stakeholder management in a complex organisation • Evidence of setting up and maintaining budgets and resource plans. • Previous experience of successfully embedding, validating and testing the SIAM operating model to enhance service integration and management processes • Property business knowledge and understanding • Up to date and highly specialist knowledge and experience across the full range of activities and areas undertaken by the post holder • Specialist knowledge in information management and technology • Advanced theoretical and practical knowledge of methods that evaluate and improve information management and technology • Significant proven experience and knowledge of strategy and finance in a major organisation • Detailed knowledge of management practice 	
Skills	<ul style="list-style-type: none"> • Strong leader and coach with evidence of inspiring and developing a delivery team • Builds long-term relationships with internal colleagues • Excellent communication skills (written and oral), with experience interacting with all levels of management both within Company and Client organisations • Ability to work independently and take decisions where necessary • Successful delivery against commitments and deadlines • Promotes and supports standardization and continuous improvement • Understanding of Critical Service Levels and Key Measures along with the associated KPIs that underpin them 	

	<ul style="list-style-type: none"> • Presentation and Reporting skills to demonstrate process performance in Service reports to the SIAM Ecosystem and management 	
Personal qualities/abilities	<ul style="list-style-type: none"> • Confidence to accept/reject all inputs/outputs related to the process for their organisation • Confidence to successfully explain and guide people through the process and handle any low-level process issues • Good analytical, conceptual, and problem- solving abilities • Good understanding of the organization's goals and objectives • Superior written and oral communication skills • Good interpersonal and consultative skills • Ability to conduct research into emerging technologies and trends, standards, and products as required • Ability to present ideas in user-friendly language • Able to prioritize and execute tasks in a high-pressure environment • Experience working in a team-oriented, collaborative environment. 	