

Job Description

A Post Details:

Job Title: ITIL Manager	Grade: B003
Department: Technology	Division: A
Reports to: IT Service Delivery Manager	Contract Type: Permanent
Level of Vetting: Baseline	Numbers in Post: 1
Welsh language required: No	

B Purpose of the Post:

Responsible for promoting IT Service Management best practice across the full cycle IT services, ensuring alignment to ITIL adopted practices as appropriate, exploiting any service support opportunities and supporting the implementation of improvements through business change, process development, and upskilling.

Analyses business requirements and develops solutions to enhance IT service management processes. Collaborates with stakeholders to ensure alignment with business needs and goals. Monitors and reports on service performance metrics to drive continuous improvement.

Investigate and clearly document how the business is currently operating through engagement and validation with business teams. Partner with the business to identify and design solutions in order to meet the organisation's operational goals. Identify requirements and propose solutions for improving processes and systems, reducing their costs and enhancing their sustainability, including the quantification of potential business benefits.

C Dimensions of the Post:

Financial – Direct or Non-Direct

Non-direct: Provides advice on IT Service Management tool requirements.

Staff Responsibilities – Direct or Non-Direct

Non-direct: Line management, coaching and mentoring of 1x A005 ITIL Coordinator. Educating Technology colleagues on IT Service Management best practice.

Any Other Statistical Data

D Principal Accountabilities:

Skills Framework for the Information Age v8

Required level priority: ☒ Normal ☐ High

Change and transformation

Change analysis	0	1	2	3	4	5	6	7
Business situation analysis						<input checked="" type="checkbox"/>		

Requirements definition and management					<input type="checkbox"/>			
Change planning	0	1	2	3	4	5	6	7
Business process improvement						<input type="checkbox"/>		
Delivery and operation								
Service management	0	1	2	3	4	5	6	7
Service level management						<input type="checkbox"/>		
Service catalogue management					<input type="checkbox"/>			
Relationships and engagement								
Stakeholder management	0	1	2	3	4	5	6	7
Stakeholder relationship management						<input type="checkbox"/>		

Change and transformation

Change analysis

Business situation analysis - 5: Ensure, advise

- Plans, manages and investigates business situation analysis where there is significant ambiguity and complexity.
- Advises on the approach and techniques to be used for business situation analysis.
- Ensures holistic view adopted to identify and analyse wide-ranging problems and opportunities.
- Engages and collaborates with a wide range of stakeholders, including those at the management level.
- Gains agreement from stakeholders to conclusions and recommendations.
- Contributes to definition of organisational standards and guidelines for business situation analysis.

Requirements definition and management - 4: Enable

- Defines and manages scoping, requirements definition and prioritisation activities for initiatives of medium size and complexity.
- Contributes to selecting the requirements approach.
- Facilitates input from stakeholders, provides constructive challenge and enables effective prioritisation of requirements.
- Establishes requirements base-lines, obtains formal agreement to requirements, and ensures traceability to source.

Change planning

Business process improvement - 5: Ensure, advise

- Manages the execution of business process improvements.
- Analyses and designs business processes to identify alternative solutions to improve efficiency, effectiveness and exploit new technologies and automation.
- Develops graphical models of business processes to facilitate understanding and decision-making.
- Assesses the feasibility of business process changes and recommends alternative approaches.

- Selects, tailors and implements methods and tools for improving business processes at programme, project or team level.
- Contributes to the definition of organisational policies, standards, and guidelines for business process improvement.

Delivery and operation

Service management

Service level management - 5: Ensure, advise

- Ensures that service delivery meets agreed service levels.
- Negotiates service level requirements and agreed service levels with customers.
- Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.
- Establishes and maintains operational methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.

Service catalogue management - 4: Enable

- Contributes to the design and implementation of a service catalogue.
- Enables automation of service requests and order fulfilment.
- Provides advice and guidance on the information to be included in the service catalogue.
- Contributes to reviews and improvement of the catalogue and of service catalogue management processes.

Relationships and engagement

Stakeholder management

Stakeholder relationship management - 5: Ensure, advise

- Identifies the communications and relationship needs of stakeholder groups.
- Translates communications/stakeholder engagement strategies into specific activities and deliverables.
- Facilitates open communication and discussion between stakeholders.
- Acts as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans.
- Provides informed feedback to assess and promote understanding.
- Facilitates business decision-making processes.
- Captures and disseminates technical and business information.

E Decision Making:

Level 4 - By making decisions which influence the success of projects and team objectives, this level of decision making will pro-actively support delivery of projects/workstreams and subsequently have an impact on achieving organisational objectives.

F Contact with Others:

Internal

BTP staff of all grades and from all departments.

External

External technology third party suppliers.

G Essential Criteria:

Qualifications and Training:

- Educated to degree level or equivalent experience
- Professional qualifications or significant business experience in IT Service Management, for example ITIL qualification.
- Lean Six Sigma certification

Experience:

- Experience of Change Management, Continual Service Improvement, Incident Management and Problem Management.
- Experience of carrying out business analysis
- Experience of developing processes within IT Service Management
- Experience of data analysis
- Experience of mentoring and upskilling IT Service Management professionals

Business and Technical Skills:

BTP Skills Framework

Business

Communication - Working: Hands-on experience and application

- Demonstrates active listening skills by acknowledging audience's comments and questions.
- Reinforces important messages by responding, clarifying, reinforcing and summarising conversations.
- Consistently encourages others to ask critical questions and share their ideas and concerns.
- Conducts discussions that are sincere and fully expressed.
- Adapts communication messages, methods and influence strategies to the person or audience.
- Supports written ideas with graphics, tables, models and matrices, where appropriate to improve impact.
- Reviews others' communications for substance, editorial quality and visual quality.

Problem Solving - Working: Hands-on experience and application

- Applies the concept of task analysis to break down a problem into its constituent parts.
- Selects standard procedures and best practice for problem analysis and resolution.
- Engages the team's collective expertise to develop scenarios for resolving problems.
- Escalates systemic problems that affect multiple organisational units.
- Adapts solutions to the nature and urgency of the problem and to the resources at hand.

Technical Specialisms

Not applicable.

Knowledge:

- Strong knowledge of ITIL best practices
- A working understanding of business analysis and project management methodologies
- Strong knowledge of a range of IT toolsets

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- Understanding of applying Target Operating Model methodology

Desirable Criteria:

- Experience of delivering projects

H Additional Information:

For Panel to complete only:

Line Manager Approval: Jack Bourne

Panel Approval: BTP Reward Team

Date: 2025-01-17

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to People & Culture Policy & Reward inbox.

PolicyandReward@btp.police.uk

You will be advised of a panel date following receipt of the submission.