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| **Department** | **CHIEF EXECUTIVE’S** |
| **Job Title** | **ICT SERVICE MANAGER** |
| **Grade** | **GRADE K** |
| **Primary Purpose of Job** | To manage all aspects of ICT service delivery across the Council, involving contract and vendor management relating to ICT third parties, as well as being a key internal point of contact for Council stakeholders and staff. |
| **Reporting To** | Head of Enterprise Technology |
| **Direct Staffing Reports** | Technician |

**Main Duties**

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| **1** | Create and maintain an ICT Servicing Strategy to achieve Council objectives. | |
| **2** | Contract-manage third party service providers to achieve Servicing objectives, in particular the management of outsourced arrangements relating to the primary IT Service Provider, which includes the third party operational delivery of the Service Desk function. | |
| **3** | Lead third party service reviews, ensuring Key Performance Indicators (KPIs) are met, while driving an ongoing programme of improvement where appropriate. | |
| **4** | Directly negotiate service-related content within third party contracts and to reflect service provision to match the business requirements of the Council. | |
| **5** | Where staff are assigned, lead and develop team members (direct and matrix reports) as appropriate to ensure quality, timeliness and cost-effectiveness of delivery. | |
| **6** | Be the primary escalation point internally within the Council for significant service issues, and to lead and drive resolution to these issues. | |
| **7** | Lead business communications regarding ICT service developments and disruption, in order strongly to support change and problem management. | |
| **8** | Ensure that ICT Service projects are appropriately incorporated into the ICT projects list, while ensuring alignment with the Technology Roadmap, ICT Strategy and broader Digital Strategy. | |
| **9** | Be responsible for some financial aspects (revenue and capital budgets) associated with ICT Service projects or workstreams, ensuring best value and efficiency management. | |
| **10** | Contribute to the development and testing both of service continuity and disaster recovery plans for ICT services. | |
| **11** | Maintain and update process and procedure documentation as appropriate. | |
| **12** | Provide regular reporting as requested by the Head of Enterprise Technology, to allow work tracking, and management awareness of progress, risks and issues. | |
| **13** | To operate appropriate internal controls and to ensure adequate records and procedures are in place to protect the Council and ICT assets. Involves ensuring strong audit outcomes. | |
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| **Date Job Description prepared:** | | **December 2021** |
| **Job Description prepared by:** | | **Andrew Williamson, Assistant Director Transformation** |

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| **Job Title** | | | **ICT SERVICE MANAGER** | | |
| **Stage One** | | | Disabled candidates are guaranteed an interview if they meet the essential criteria | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | Significant knowledge of end user delivery and network support. | | | | Application Form/Interview/Assessment |
| 2. | Demonstrated high level standards of organisational skills, to ensure that a range of projects can be co-ordinated, so that programmes of work are effectively managed | | | | Application Form/Interview/Assessment |
| 3. | Demonstrated high levels of interpersonal and communication skills and understanding of why this is important in this role | | | | Application Form/Interview/Assessment |
| 4. | The skills and knowledge to supervise and develop staff teams, ensuring that performance is monitored, reviewed, and developed, staff are motivated, and accountability and development of responsibility is encouraged and supported. | | | | Application Form/Interview/Assessment |
| 5. | Evidence of proactive and creative approach to problem solving | | | | Application Form/Interview/Assessment |
| 6. | Knowledge of Local Authority culture, procedures and systems including the political environment. | | | | Application Form/Interview/Assessment |
| 7. | Ability to provide expert advice and guidance in relation to a range of current ICT technologies | | | | Application Form/Interview/Assessment |
| 8. | Demonstrated knowledge of a relevant structured project management methodology | | | | Application Form/Interview/Assessment |
| 9. | Knowledge of the use of appropriate planning and control tools, to collect data & intelligence and produce forecasts | | | | Application Form/Interview/Assessment |
| 10. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Application Form/Interview/Assessment |
| **2. Experience/Qualifications/Training etc** | | | | | |
| 1. | | Relevant degree, or equivalent professional management, or IT qualification | | Application Form/Interview/Assessment | |
| 2. | | Experience of working client side in an outsourced ICT environment and supplier management against SLAs, monitoring performance against service level agreements, participating in effective working relationships to deliver continuous improvement | | Application Form/Interview/Assessment | |
| 3. | | Experience of contract negotiation and management. | | Application Form/Interview/Assessment | |
| 4. | | Experience of managing the performance of information / information technology and telecommunications systems services. | | Application Form/Interview/Assessment | |
| 5. | | Experience of application and release management and ICT change management. | | Application Form/Interview/Assessment | |
| **3. Work Related Circumstances** | | | | | |
| 1. | | Some work out of hours will be required | | Application Form/Interview/Assessment | |
| 2. | | Must be flexible and willing to travel to meet users at various locations used by the organisation | | Application Form/Interview/Assessment | |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
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| **2. Experience/Qualifications/Training etc** | | | |
| 1. | PRINCE Project Management Methodology experience | | Application Form/Interview/Assessment |
| 2. | Experience in estimating principles and techniques | | Application Form/Interview/Assessment |
| 3. | Significant experience of Account/Relationship/Contract management role relating to an outsourced ICT service | | Application Form/Interview/Assessment |

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| **Date Person Specification prepared:** | **December 2021** |
| **Person Specification prepared by:** | **Andrew Williamson, Assistant Director Transformation** |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





