happy to talk flexible working

1 Advertisement

Post Title: Service Transition Manager
School/department: IT Services
Hours: full time or part time hours considered up to a maximum of 1 FTE
Requests for flexible working options will be considered (subject to business need).
Contract: Permanent
Reference: 10710
Salary: starting at £35,333 to £42,155 per annum, pro rata if part time
Placed on: 30 January 2023
Closing date: 23 February 2023. Applications must be received by midnight of this date.
Expected Interview date: to be confirmed
Expected start date: as soon as possible

The University of Sussex is a leading academic institution nestled in the beautiful South Downs, on the outskirts of Brighton. With staff and students from over 100 countries, we are a diverse and innovative environment, and one of the highest performing universities in the world. We are also a major local employer, with a revenue of over £320m per year and over 3,000 employees.

Led by an award-winning Chief Digital Transformation Officer and inspirational leadership team, we are now embarking on an ambitious programme of transformational change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. Put simply, whilst we are already a highly successful organisation and business, the University will be a very different world in years to come and achieve levels of performance and digital delivery as yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

We are moving to an agile world and need to take the organisation on the same journey; to be sector leading and to deliver a model of digital delivery fit for the coming years. As this programme gains momentum, we need more people to join us as we unpick our challenges and legacy systems and move towards meeting our potential.

The Service Transition Manager is responsible for defining, implementing and managing the process for transitioning new services and changes to, or decommissioning of, existing services into steady state operations. This role ensures that the existing services, as well as new services are introduced and supported and meet stakeholder expectations in line with agreed service acceptance criteria.

Analyse the University's systems and processes, seek to leverage efficiency/effectiveness by studying its needs, its operating model, its workflows, and its technological systems. Make recommendations that will improve efficiency/effectiveness and oversea technical development projects.

Please contact Michelle Richardson on michelle.richardson@sussex.ac.uk for informal enquiries.

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

IT Services delivers a wide range of digital services to users across our Campus and beyond. Our Chief Digital Transformation Officer, Jason Oliver, is now tasked with shaping the strategic initiatives and strategies that will secure a successful and sustainable future for the institution, where digital technology and mobile platforms will increasingly transcend physical and geographical boundaries providing opportunities for the transformation of our students' and staff lives.

IT Services is organised into four main teams, delivering services through an evolving agile service management and delivery model:

The **Digital Engagement** team are primary changes agents working to transform our business processes and systems, to nurture the relationships between IT Services and its stakeholders, and helping us to understand and develop the ambitions for our use of digital technologies in education, research, student services and university administration.

The **Strategy and Architecture** team ensure our strategies, technologies, security and standards support our digital aspirations whilst planning the replacement, upgrades and improvements to our technologies and systems, ensuring that they are aligned and prioritised around the University's strategic plans and objectives.

The **Infrastructure** team work to define, modernise and automate our underlying platforms and network ensuring that they are optimised to meet the needs of the diverse communities across the University, to continue our journey to the cloud and to advance our approaches to ubiquitous connectivity across our campus.

The **Operations** team work across the research, teaching, professional services and student groups to manage our product areas, develop and integrate our platforms and applications, and support our communities to ensure outstanding service provision across the operational activity of IT Services.

3. Job Description

Post title: Service Transition Manager

Professional Services unit: IT Services

Location: Shawcross, University of Sussex

Grade: 7 (TBC)

Responsible to: Head of Service Management

Direct Reports: Service Improvement Analyst [G6]
                        Trainer [G6]

Role Description

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Principal Accountabilities

1	Work with key stakeholders to critically evaluate data, systems and processes to identify opportunities to leverage improvements to efficiency and effectiveness.
2	Develop proposals to realise identified improvements, where appropriate adhering to University's project governance framework, developing initial project plan, including scope, resource plans and costs of an implementation project based on the outcomes from an initial feasibility project. Get the project plan through initial approval.
3	Provide the day-to-day leadership and management of projects, through all aspects of the project life cycle, co-ordinating project members, and liaising closely with the project sponsor.
4	Work with key stakeholders across the institution, manage the key communications for the project, liaising with project team members and internal and external stakeholders
5	Undertake product selection and procurement activities to ensure the achievement of project objectives, product fit and best value
6	Coordinate project, service and business readiness activities via a transition plan.
7	Works closely with Sussex Projects, Platform Owners, Developers, Infrastructure colleagues and Helpdesk colleagues to ensure effective transition of services.
8	Manage, train and develop junior colleagues.
9	Deputise for the Head of Service Management as required from time to time.

Key Responsibilities

Core Professional Services Responsibilities
1 **Identify Opportunities** 1.1 Develop and maintain information systems as required to evaluate, plan, track, monitor and report on departmental activities. 1.2 Undertake detailed analysis of data, systems and processes, identifying opportunities to leverage improvements to efficiency and effectiveness. 1.3 Discuss findings with key stakeholders. 1.4 Assess opportunities to maximise impact. 1.5 Develop proposals as appropriate to enter project management system.

	1.6 Research solutions and guide discussions and decisions on best available options.
2	**Deliver and Lead the Project Lifecycle** 2.1 Within the scope of the project, manage all aspect of the project lifecycle including; scope, timelines, resources, budget, risks and issues, relationships, training and communication. 2.2 Develop and implement a rigorous planning and ensure it is delivered by appropriate parties.
3	**Project Leadership and Management** 1.1 Ensure project managed in line with institutions project management methodology. 1.2 Coordinate project, service and business readiness activities.
4	**Stakeholder Engagement** 1.1 Identify and manage project dependencies; work closely with business areas to identify priorities and jointly ensure that the most appropriate way is found for the priorities to be met. 1.2 Work with stakeholders, providing information and ensuring technical information is understood.
5	**Procurement and Contract Management** 1.1 Undertake project procurement activity. 1.2 Manage supplier contracts connected to the project delivery.

Role Specific Responsibilities	
1	To manage changes in a controlled manner from design to operations.
2	Define and implement the service introduction and service operational acceptance processes and mechanisms that will be applied to all new service introductions and adjustments to existing services.
3	Ensure that the operational service design and support model is defined and in place to accept the changes to the services being proposed. This includes ensuring supporting processes, organisation and operating mechanisms are in place to ensure a successful service transition.
4	Serve as the liaison between the other ITS departments, business departments and external providers to ensure a successful service transition is undertaken for all new and modified services.
5	Define and apply an operational acceptance methodology that will ensure new services have consistent operating mechanisms as they are introduced into service.
6	Manage and support the development of all internal systems, which aid the function of the change, release and configuration management processes and the overarching design and transition of new or changed services process.
7	To document comprehensive impact and risk assessments from internal resources/requestors, customers and their suppliers that facilitate informed approval or rejection of changes.

8	Work with the change and release processes on future releases of software into the live production systems environment in line with agreed plans, timescales and co-ordinate all associated staff schedules for projects.
9	Work with Platform Owners and Project Manager(s) to plan the implementation activities for new services, taking into account development, and testing and release timescales.
10	Assessing and scoping the Service Readiness work with the relevant stakeholders including vendors.
11	Ensure all support functions are aware, prepared and capable of supporting any new services deployed.
12	Work with the ITAM Manager to ensure that all configuration management information has been updated (once in operation) in a timely fashion and in line with required business cycle.
13	Communicates effectively, both verbally and in writing, with colleagues, clients and customers at all levels of seniority. Prepares documentation and reports as required; where necessary gives presentations using appropriate tools and techniques
14	Contribute to stakeholder communication activities and initiatives via all available channels.
15	Maintain a broad knowledge of and technical understanding of ITS services.
16	Participate in and contribute to customer communication activities and initiatives that may include website information, use of social media, broadcast news and other channels.
17	Use own initiative to maintain broad knowledge and technical understanding of ITS services.
18	Use own initiative to maintain general IT technical knowledge and skills and in line with ITS technology strategy.
19	Participate in sprint planning to understand the team's objectives for upcoming sprints.
20	Work on assigned tasks in accordance with sprint plans to deliver specified outputs and outcomes.
21	Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives

Indicative Performance Criteria

1	Leading a team of up to 2 staff and additional external service providers on a per project basis.
2	Does not have any budgetary responsibility.
3	Does not have any responsibilities for equipment or premises.

4	Responsible for the setting and achievement of KPI's relating to continual service improvement.
5	The post holder reports to the Head of Service Management, working under general direction within a clear framework the post holder will manage their own work (and possibly their direct reports) to achieve their agreed objectives. The role holder will play a key role in supporting the Divisional leadership team to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.
6	Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.
7	Balance effectiveness and cost-efficiency in the management of the budgets you are accountable for, demonstrating compliance with Value for Money and Return on Investment principles to support the University's strategic aim to achieve a world-class standard of teaching and research by managing our resources effectively and efficiently.

Person Specification

	Essential	Desirable
Educated to degree level or equivalent professional experience.		X
A current Level 3 Service Management framework qualification and knowledge of lifecycle or capability elements of ITIL Module in Service Transition	X	
A current ITIL Certificate in Service Transition or Release Control and Validation.		X
A current ITIL Managing Across the Lifecycle Qualification (Expert)		X
Good understanding and application of ITIL service Disciplines	X	
Experience of leading multiple transition efforts through the full project lifecycle through to completion.	X	
Experience of engaging with project teams, taking the lead in driving service transition and then migrating the service across into a steady state.	X	

	Essential	Desirable
Experience setting up a service design and transition governance framework.	X	
Proven ability to engage with service owners, project managers etc to establish service scope.	X	
Knowledge of Agile and Lean practices.		X
Experience in working within a continuous delivery environment.		X
Good management skills		X
Good oral and written communication skills with the ability to present complex ideas and information in a way that can be understood by the audience.	X	
Planning and organisational skills.	X	
Good interpersonal skills with the ability to quickly build rapport with colleagues.	X	
Analytical skills with the ability to generate effective solutions and make effective decisions.	X	
Commitment to customer service excellence.		X
A flexible approach to working hours. Able to work flexibly to meet the needs of the University.	X	
Experience of the HE sector		X
An appreciation of UK HE IT Policies as they apply to Academic (Teaching / Study / Research) and Professional Services		X
Good working knowledge of a wide variety of mobile devices including phones, tablets and laptops.		X
Experience of Windows, Linux, MAC OS, IOS, Android, networking and Wi-Fi.		X
Practical working knowledge of a wide variety of AV technologies used in delivery of teaching and learning, conferencing and workplace collaboration.		X
Experience of a wide range of productivity and collaboration software (e.g. Microsoft Office, G-Suite, Box, etc)		X

	Essential	Desirable
Knowledge of administering users within secure Enterprise identity management solutions and other associated technologies, including: Email Hygiene products (e.g., Mimecast), Identity Access Management software (e.g. Okta)		X
Experience of managing multiple external supplier service relationships.		X
Knowledge of desktop engineering		X
In-depth knowledge of Windows desktop OS.		X
In-depth knowledge of Apple desktop OS.		X
Experience working in a service-oriented environment.		X