Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Head of Service Line Management

Department/Division: Data & Technology Services
Accountable to: Assistant Director of Technology & Operations

Job Summary

Responsible and accountable for building and maintaining full service line management and managing and leading the 2nd line support teams. This role will ensure that all LSE colleagues have clear paths of communications for the technology operations including handling day to day escalations and issues helping to ensure a smooth operation.   The role will maintain relationships with all LSE colleagues and will foster end to end accountability for each of the service lines across lines 0-3. The primary role of service line management will centre on the end to end ownership of process, people and technology delivering the specific services.

This post will drive:-

1. Shift left services to ensure calls for services or incidents can be handled as quickly and efficiently as possible.

2. Reduction of internal effort across the team, making best use of professional partners and third parties.

3. End to end visibility of all services and contribute to the maintenance roadmaps on those services and ensure services are transitioned to live effectively.

4. Removal of silo working and an environment of collaboration, respect and trust for colleagues, through clarity of role and collegiate problem solving.

This role will work with other Divisions and Departments across the School to ensure that service standards are agreed and actionable and provide the Service Manager with the information they need to produce the appropriate and clear performance dashboards.

The Division is in the middle of a change programme and this role is one of the new positions that have been created.   The role will be part of the leadership of the division and help drive and deliver the changes needed including significant work on managing through change and culture.

Structure of the team
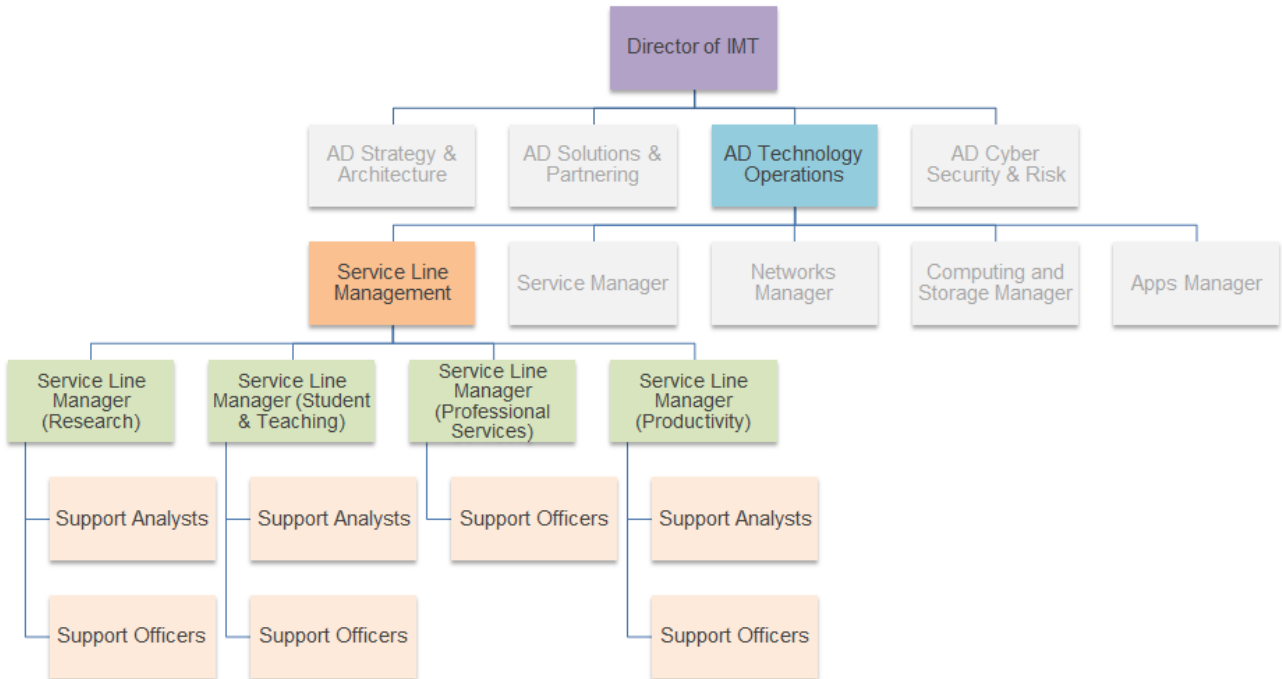
Duties and Responsibilities

Leadership
- This role will form part of the wider leadership of the division and will play a full and collegiate role in the leadership of the Division.
- Lead and manage the service line managers and the 2nd line support functions as per the diagram above.
- Assisting the Assistant Director of Operations in building, supporting and investing in the Operations teams.
- Where appropriate deliver effective vendor management for all of the service line components.
- Active forecasting, budgeting and financial management of service line budgets.

Operations
- Ensure all services are represented on the Services Catalogue held by the Service Manager.
- Manage and run the 'cluster partner' initiative – connecting individuals in the Division with the 5 academic clusters to provide a clear point of contact.
- Ensure all service line managers have an end to end view of services across all lines of support and can work across the teams, breaking down silos. This will include ensuring they have adequate understanding of the component parts of the service.
- Develop and implement a clear service transition process working with the Solutions and Partnering team in the Division to ensure all services are transitioned to live with the appropriate processes, documentation and engagement.
- Own and maintain the maintenance roadmaps, working with architecture and 3rd line support functions to ensure all live systems are up to date and keeping pace with the market.
- Be a main point of contact for escalations and ensure you are accessible to Department Managers, Service Leaders and Heads of Department.

- Maintain a clear understanding of the maintenance requirements for the service line and ensure budgets and forecasts are set in place to deliver these.
- Ensure service standards and levels are clearly identified and communicated and that the services are designed to deliver these standards including but not restricted to environmental, privacy, security and accessibility requirements.
- On the out of hours rota be the Duty Manager as appropriate (named contact).

Engagement
- Chair the service line owner's forum bringing together central technology service line managers and devolved technology team system owners, e.g. Finance, to ensure consistent standards of support and adherence to minimum standards of development.
- Encourage Business Led Technology teams to 'shift left' on service manager and make good use of the Service Desk and Services catalogue.

Transparency and Measurement
- Working with others in the department and specifically the Service Manager, develop appropriate measures on performance and share this information with key stakeholders in a variety of consistent and reliable ways.
- Contribute to process optimisation and efficiency.
- Ensure organisational design and culture of the team supports the changing needs of the LSE.
- Manage and maintain the wellbeing of the team.

Flexibility
To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

This role will require coaching and supporting existing teams through a change process and help in changing the culture and approach of the department.

Equity, Diversity and Inclusion (EDI)
LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

This role also carries a responsibility for ensuring that all of our services are built on the basis of diversity by design.

Ethics Code
Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: click here

Environmental Sustainability
The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.