



## Person Specification

This form lists the essential and desirable requirements needed in order to do the job.

Applicants will be shortlisted **solely** on the extent to which they meet these requirements.

**Job title:** Head of Service Line Management

**Department/Division:** Data & Technology  
Operations

**Accountable to:** Assistant Director of Technology

Competency	Criteria	E/D
<b>Knowledge and Experience</b>	Highly developed and up to date knowledge of leading and managing IT services within an organisation.	E
	Knowledge of monitoring and measuring performance of services including producing reports, demonstrating achievement of critical success factors.	E
	Knowledge of design, adoption and implementation of processes to deliver highly efficient services.	E
	Knowledge and experience of delivering continual service improvement and problem management.	E
	Knowledge and experience of partnering and stakeholder management.	E
	Knowledge of managing services through a service catalogue.	E
	Knowledge and experience of managing projects and 'business-as-usual' activities via standard platforms such as an ITSM or collaborative tools for effective prioritisation and demand management.	E
	Educated to degree standard or equivalent	D
<b>Communication</b>	Expert communicator including proactive messaging and planning.	E
	Excellent interpersonal and communication skills with the	



	<p>ability to communicate with internal colleagues, collaborating institutes and external bodies.</p>	E
	<p>Excellent skills in communicating with staff, helping to clarify goals and activities and the links between these and Divisional strategy.</p>	E
	<p>Demonstrates strong customer service skills and a proven track record of maintaining an exceptional standard of customer service across a department / service.</p>	E
<b>Teamwork &amp; Motivation</b>	<p>Recognise, respect and reward the contribution and achievements of others, valuing difference.</p>	E
	<p>Role model enthusiasm and energy about their work and encourage others to do the same.</p>	E
	<p>To develop staff members who have management responsibilities to carry out their management duties meeting cultural values and performance expectations</p>	E
	<p>To build teams with clearly defined objectives, delivering a service that is 'supplier agnostic' and focusing on the user experience and enhancements in productivity.</p>	E
<b>Planning &amp; Organising</b>	<p>Experience of producing long term resource plans and work programmes.</p>	E
	<p>Demonstrates the ability to be flexible, respond positively to change, and work effectively under pressure and deal with conflicting priorities.</p>	E
	<p>To be able to manage several service improvement projects defining new processes and standards.</p>	E
	<p>To manage service delivery projects focusing on efficient and effective collaboration and cross-team working.</p>	E
<b>Liaison &amp; Networking</b>	<p>Actively contributes to the strategy and change programmes in the Division.</p>	E
	<p>Highly effective at stakeholder management developing networks of communication and influence for constant review of the user experience and improvement of service.</p>	E



	Ability to engage with all internal teams to ensure a constructive approach to service management promoting a positive image of front-line services.	E
<b>Initiative &amp; Problem Solving</b>	Actively contributes to the strategy and change programmes in the Division.	E
	Actively present options to resolve a critical issue or mitigate risks and experience of writing reports for executive stakeholders or direct line management.	D
<b>Leadership</b>	Able to lead multiple teams to deliver common goals.	E
	Able to set clear objectives and behavioural standards for team members and individual teams.	E
	Experienced in ensuring a consistent and supportive work environment that is highly productive whilst paying attention to wellbeing and staff morale.	E
	To develop staff to meet and exceed expectations with clear and measurable development goals.	E
<b>Knowledge and Experience</b>	Highly developed and up to date knowledge of leading and managing IT services within an organisation.	E
	Knowledge of monitoring and measuring performance of services including producing reports, demonstrating achievement of critical success factors.	E
	Knowledge of design, adoption and implementation of processes to deliver highly efficient services.	E
	Knowledge and experience of delivering continual service improvement and problem management.	E
	Knowledge and experience of partnering and stakeholder management.	E
	Knowledge of managing services through a service catalogue.	E
	Knowledge and experience of managing projects and 'business-as-usual' activities via standard platforms such as an ITSM or collaborative tools for effective prioritisation and demand	E



	management.	
	Educated to degree standard or equivalent	D

**E – Essential:** requirements without which the job could not be done.  
**D – Desirable:** requirements that would enable the candidate to perform the job well.