**Job Capsule Supplementary Information: User Experience and Support Manager**

**This supplementary information for the User Experience and Support Manager is for guidance and must be used in conjunction with the Job Capsule for Corporate Services.**

**Job Family: Leadership Level 6**

**Job Zone: Zone 1**

**It is for use during recruitment, setting objectives as part of the performance management process and other people management purposes. It does not form part of an employee’s contract of employment.**

**Role purpose**

Management of the Service Delivery function.

Reporting to the Head of Technology (CTO) this is a senior management role.

This role will be the strategic lead for the Council’s digital workplace which will include a fundamental review of how staff across the Council access systems and information to better serve our Citizens and businesses. As part of this the User Experience and Support Manager will be the strategic lead on the multi-million pound project to refresh and modernise the Council’s digital workplace for all Councillors and Officers.

Managing a number of teams with responsibility for the following functional areas: service delivery, including service desk, desktop support, user self-help, and software and hardware asset management.

**Example outcomes or objectives that this role will deliver**

The post holder will be expected to perform at SFIA Level 6, initiating and influencing.

Tasks will include but are not limited to:

* Within a budgetary framework, take management responsibility for the Service Delivery operation, where the measure of success depends on achieving business goals, performance targets and agreed service levels as well as on the successful technical implementation or use of information systems.
* Influence the strategic direction and take responsibility for the full range of customer service functions, including organisational frameworks for complaints, service standards and operational agreements.
* Define service channels, service levels, standards and the monitoring process for service desk staff. Define monitoring standards and reporting methodology.
* Define business continuity strategy and take responsibility for business continuity process.
* Provide leadership to deliver the service culture required to deliver required organisational outcomes including a more self-help approach to learning by all users. Give technical leadership to operational staff to enable effective service delivery of customer service management function. Promote continuing professional development of the customer service management team.
* Ensure that a Service Catalogue of all available services is created, maintained, and used as the basis of the Service Level Agreements. Take responsibility for command structure and escalation procedures, and ensure that the requisite operational methods, procedures, facilities and tools are established, reviewed and maintained. Procure goods/ services necessary to ensure the continuity of the service.
* Ensure that the service level requirements of each Service area are determined, and that service level agreements, contracts and negotiations with both internal and external suppliers are aimed at meeting the business needs of the Council, by providing a value for money service.
* Work with users to establish qualitative assessment of the service provision, from the customers' perspective, and initiate actions for improvement, where appropriate. Review service level agreements and investigate all appropriate means to improve service levels and recommend new or revised policies or procedures. Implement specific proposals, balancing overall usage requirements with current and planned services, and prepare investment proposals to meet changes in demand.
* Lead the development and implementation of a continuity management plan. Identify information and communication systems that support the critical business processes and manage the relationship with specialists with authority for those systems. Evaluate the critical risks associated with systems operation and identify priority areas for improvement. Design and implements a testing strategy to ensure that continuity plans and procedures address exposure to risk and that agreed levels of continuity are maintained.
* Take responsibility for architecting, estimating and planning of large communications projects, giving technical leadership to others.
* Take responsibility for budgeting, estimating, planning and objective setting for the Service Delivery operation.
* Manage and maintain the service compliance of all IT and service assets in line with business and regulatory requirements involving knowledge of financial and technical processes, tools and techniques.
* Responsible for forward planning to future proof the service over a number of years.
* Ensure that IT assets are identified, labelled and protected against misuse, abuse, theft or damage such as contamination by viruses. Verify that secure master copies of software, documentation, data, licenses and agreements for supply, warranty and maintenance are lodged within the CM system.

**People management responsibilities**

* Line Management for a number of teams supporting the service delivery function.
* Responsibility for a team of staff.

**Relationships**

* Internal at all levels including executive, senior officer, officer and members.
* External, including local government, membership bodies and professional bodies.
* To represent ICT and the Council at national and international level.
* This post reports to the Head of Technology (CTO).

**Work environment**

* The post-holder will be required to deputise for the Head of Technology (CTO) from time to time.
* The post-holder will be required to work in an ‘agile’ way in line with Camden’s move to a paperless and flexible work environment.

**Technical knowledge and experience**

Expertise in the following domains is required:

* Ideally educated to bachelor degree level, holding a relevant professional qualification and ideally has a postgraduate qualification such as an MSc, MBA, or other appropriate business, engineering, scientific or industry qualification, or equivalent work experience.
* Special leadership skills needed to handle innovation and change resulting from the implementation of new information and communications technology solutions.
* Strong communication, relationship building, negotiation and influencing skills.
* Excellent verbal and written communication skills, enabling the post holder to prepare and present recommendations to all levels of management.
* Expert in the economics of service delivery such as the cost per service line in terms of hardware, software, and manpower used to deliver the service.
* Expert in methods and techniques for risk assessment, business impact analysis, establishment of countermeasures and contingency arrangements relating to the serious disruption of IT services. Examples, but not limited to: data replication and contingency plan testing.
* Proficient in understanding the business environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners and competitors), in particular those aspects of the business that the specialism is to support (i.e. localised organisational awareness from a technical perspective).
* Take responsibility for architecting, estimating and planning of large communications projects, giving technical leadership to others.
* Proficient in methods and techniques for preparing and presenting business cases, requests for proposal (RFP) invitations to tender (ITT) and statements of requirements/work both verbally and in writing.
* Proficient in the discipline which gives precise control over IT assets and components by recording and maintaining information about the 'configuration items', including hardware devices, computer programs, software licences, documentation, network devices, and data centre facilities (virtualised and static).
* Proficient in applying methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities.