

JOB TITLE **Digital Service Management Lead**

BAND 7

Job Summary

The Digital Service Management Lead will contribute to the delivery of healthcare by ensuring that the Health Board’s IT Service Management (ITSM) processes are defined, delivered and performing to the highest level of standards. They will ensure that all aspects of the service operations for live services are fit for purpose and deliver value, whilst identifying and implementing changes or improvements to deliver this. The delivery of these services will be aligned to IT Infrastructure Library (ITIL) or other best practice frameworks where applicable.

The post holder lead on the provision of robust and assured service management processes across all IT Services including the effective setup and configuration of ITSM tooling.

They will be responsible for the overall management of a portfolio of digital contracts ensuring value for money and compliance. The post holder will play a key role in the delivery of digital projects ensuring all key processes are met and contracts and other commercial agreements are managed in an effective manner.

The post holder will ensure that the Digital Department is sensitive, responsive, and flexible to the changing needs of our users, balanced against the essential need to remain cost effective.

Responsible to

Reporting: Head of Digital Operations	Accountable: Head of Digital Operations	Professionally: Head of Digital Operations
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Responsibilities and Duties

- Service Management**
1. Provide specialist skills and knowledge to identify, negotiate, develop, implement and manage ITSM best practices, using ITIL where appropriate.
 2. Agree plans and procedures for clinical and non-clinical IT Services, including the end-to-end management of services across internal digital teams and external suppliers, configuring ITSM tooling as needed.

3. Manage, evaluate and report on the quality of IT Services through defining, agreeing and monitoring Key Performance Indicators (KPIs), and conducting regular service reviews.
4. Plan and deploy ITSM governance arrangements for IT Services from inception through to ongoing full live support, including incident, service request, problem, change, asset and configuration management, following ITIL best practice where applicable.
5. Develop and maintain Service Level Agreements (SLAs) with external suppliers and Operational Level Agreements (OLAs) between internal departments.
6. Chair the Health Board's Change Advisory Board (CAB) and approve changes to ensure changes are made whilst minimising service disruption and downtime.
7. Ensure that relevant policies and procedures to be used within Digital Services for ITSM are developed and implemented, as well as ensuring that all corporate policies are adhered to within the team.
8. Prepare and conduct training sessions on Service Management processes and best practice to members of Digital Services as required.
9. Manage the contract portfolio in an efficient and effective manner, which allows for the creation, renewal, amendment or cancellation of contractual agreements to required timescales. Audit contracts and analyse a range of detailed performance data to assess whether a supplier is delivering in accordance with their contractual commitments and Health Board governance procedures.

Service Improvement

10. Develop and implement Continuous Service Improvement Plans for IT Services once they become operational and conduct post incident reviews to identify and implement service improvements to reduce recurrence.
11. Undertake research as necessary to develop ITSM processes to support new and emerging technology services.
12. Ensure that any service or process improvements undertaken does not adversely impact the availability of critical systems.

Communications

13. Develop effective relationships, informing and influencing key stakeholders and providing professional guidance.
14. Build and maintain effective supplier relationships to ensure that Contractor's performance consistently meets or exceeds expectations.
15. Communicate with a wide range of senior staff across the organisation agreeing priorities for implementation of new processes where there are highly complex interactions and decisions made will often be contentious.
16. Ensure clear communication with the Health Board and DHCW in the event of local and national digital related issues, including attendance at relevant Service Management Boards.
17. Communicate effectively and provide specialist representation in meetings with suppliers and other stakeholders across NHS Wales, public sector bodies and third sector.
18. Liaise with the local Shared Services Procurement Business ensuring that two-way communication of procurement requirements are maintained.

Finance and Resources

19. At an operational level, plan, prioritise and organise the team's resources.
20. Lead the purchase or procurement of all ITSM services within the Health Board, with the value determined by available funding.
21. Ensure appropriate support, maintenance and IT licencing contracts are in place for IT systems, ensuring renewals are transacted in a timely manner, ensuring records are kept up to date and value for money for the Health Board through effective tendering arrangements.
22. Ensure that any IT related invoices are settled in a timely manner.
23. Monitor the Service Management Team budget.
24. Work closely with the procurement team and other key stakeholders to ensure that contracts transition effectively from procurement into contract management and delivery.
25. Ensure compliance with Health Board Standing Financial Instructions, Standing Orders and appropriate procedures and protocols including procurement best practice.
26. Ensure value for money with key emphasis on service quality and cost, taking in to consideration all costs associated with the contract, including set up costs, recurring costs, fixed costs and unit costs.

Personal and People Development and People Management

27. Direct, manage and motivate all Service Delivery Officers, and Service Desk staff via the Service Desk Leader, to deliver an effective and efficient service, ensuring that the Service Management Team are customer-focused and responsive to the needs of the organisation.
28. Responsible for recruitment, appraisal, grievance, sickness absence and disciplinary issues within the team.
29. Manage and develop staff to ensure they have necessary skills to undertake their duties and exercise their responsibilities effectively, ensuring all staff receive PADRs.

Information Processing

30. Establish and interpret Key Performance Indicators to facilitate service development and improve the performance of services under the post's remit.
31. Produce status reports for submission to Project Boards, Operational Boards and the Health Board on ITSM issues as required.
32. Ensure that appropriate information is readily available from systems and that reporting tools are available to provide access to this information.
33. Regularly analyse highly complex facts in relation to the performance and interaction of systems and processes, requiring in depth analysis skills and an ability to interpret, compare and re-engineer data.

Quality

34. Regularly undertake surveys or audits within sphere of responsibility and conduct complex audits in order to improve services.
35. Manage internal audit procedures and processes to ensure ITSM governance aligns with any agreed standards.

Undertake other duties appropriate to the nature of the role, as may reasonably be required of you, commensurate with your grade or general level of responsibility.

PERSON SPECIFICATION

Qualifications and Knowledge (Assessment method: application form)

Essential

- Relevant Degree qualification or relevant experience and specialist knowledge in IT Operations/IT Service Management.
- ITILv4 Practice Manager (PM) or Managing Professional (MP)
- Continuing Professional Development

Desirable

- PRINCE2 or APMQ Project Management qualification.
- ITILv4 Master
- Procurement Vocational qualification or demonstrable equivalent experience

Experience (Assessment method: application form)

Essential

- Substantial relevant experience of working at management level leading one or more Digital/IT functions or projects.
- Experience of IT Operations or IT Service Management.
- Experience of operation, configuration and developing new processes with commercial ITSM tools (ie Freshdesk, Halo, Zendesk etc)
- Experience of budgetary Management.
- Staff management experience.

Desirable

- Experience of IT Operations or IT Service Management in Healthcare or Public Sector Organisation.
- Working knowledge of Microsoft Office tools, including SharePoint/Power Platform.

Skills and Attributes (Assessment method: interview)

Essential

- Strong leadership and management skills.
- Excellent written, verbal and presentation skills.
- Strong problem-solving skills.
- Be comfortable working with all levels of the organisation.
- Ability to work effectively and flexibly within resource constraints and deadlines.

Desirable

- Ability to work under pressurised situations

Other (Assessment method: application form and / or interview)**Essential**

- Able to travel around the Health Board sites in a timely manner.

Desirable

Welsh Speaker (*Level 1*)

Listening/Speaking: Pronounce Welsh words, place names, department names, etc. Greet and understand a greeting. Use basic every day words and phrases, e.g. thank you, please, excuse me, etc. Understand / pass on simple verbal requests of a routine / familiar / predictable kind using simple language, e.g. 'May I speak to...'. State simple requests and follow up with extra questions / requests in a limited way.

Reading/Understanding: Understand simple key words and sentences on familiar / predictable matters relating to own job area, e.g. on signs, in letters.

Writing: Fill in simple forms, note down simple information, e.g. date and venue of a meeting, Welsh address, etc.