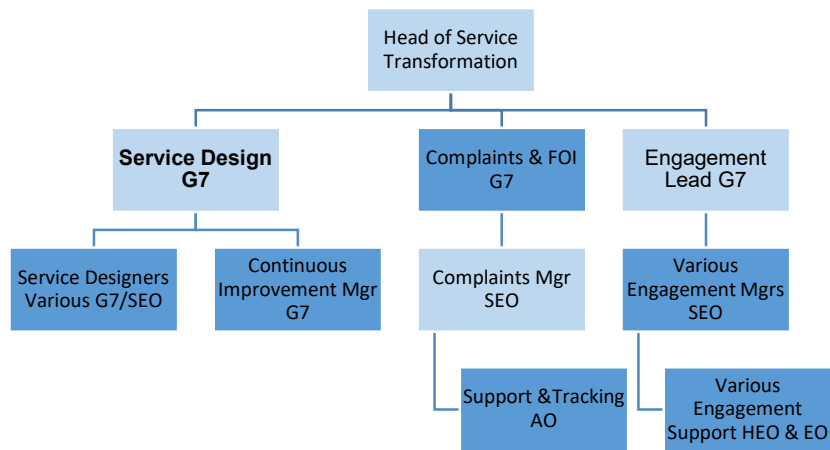




<p>Directorate: Planning & Change Directorate</p> <p>Job Title: Service Transformation Manager</p> <p>Reports to: Head of Service Transformation</p> <p>Grade: G7</p>	<p>Job Purpose</p> <p>This is a key leadership role for the MMO which will evolve as the organisation matures.</p> <p>To lead, deliver and maintain the definition and standards for service design within MMO initially. Developing an education approach for those within the directorate who are new to service design / business analysis. This individual will also provide service design services to the organisation.</p> <p>The role will include:</p> <ul style="list-style-type: none">• Leading MMO approach to service design, creating clear documentation of how our services operate, how they are supported by systems and people, and leading service design improvement delivery• Transform how detailed business requirements for system development and process change requirements are defined• Establish the business design authority which will be chaired by the planning and change director• Defining and delivering effective and transparent mechanisms to capture, define and deliver a programme of continuous improvement• Lead the definition and creation of service design governance which ensures changes are properly documented and supported by all stakeholders• Act as the 'Gateway' for service design requests ensuring they are properly prioritised <p>The role will work with the Executive Leadership Team and Senior Leadership Team across the organisation to ensure effective mechanisms are in place to build a foundation for and evolution to a total service organisation.</p>
<p>Organisation Chart</p> <p>Note the Service Design G7 will not be the reporting route for all other service designers but will prioritise and allocate work and control the methodology and standard documentation so it is the easiest representation. The other G7 service designers will report directly to the Head of Service Transformation on their content delivery</p>	



Qualifications required

Essential

A track record of using the principles of good service design and establishing and delivering an approach for design and management

Desirable

BCS Business Analysis at Professional Level or above

For JEGS purposes only, please state the number of year experience required

Knowledge, Skills & Experience Required

Essential

- Experience of operational service design and the approaches to use when starting developing or improving services with clear customer focus
- Experience of the methodologies for capturing learnings from operational experience and converting this into lasting change through process improvement and managing a continuous improvement backlog
- Familiarity with various delivery methodologies for change including as appropriate Agile, Lean, Six Sigma, total quality etc which they will use to develop the MMO approach and document set
- Experience of managing competing and change priorities and making robust, impartial and evidence based decisions
- Ability to engage and influence and operate at a senior level with a wide range of internal/external stakeholders.
- Leadership skills to inspire and convince others of the efficacy of their proposed approach
- Experience of managing up to Executive level, including contributing to wider business issues as part of a Senior Management Team.
- Strong communication skills to facilitate engagement around service design

Desirable

- Understanding of the MMO business and the industries we support and assure

Key Results Areas

Service Design Transformation

- Lead the methodology for service design across MMO
- Develop a methodology and governance for establishing the current service baseline and then managing change
- Develop a mechanism for managing and prioritising service design requests across all of MMO services
- Develop a mechanism for managing continuous improvement across all of MMO services

- Develop and maintain senior relationships with internal and external stakeholders
- Support the allocation of service design requirements to ensure outcomes and delivery timeframes for programmes and initiatives are delivered in timely manner and any constraints escalated
- Lead, develop and implement a range of approaches that ensure that all service design is done in one place
- Support the Planning and Change Director by ensuring that we impact policy initiatives in a timely and efficient manner
- Support efficient, pragmatic and evidence based service design decisions making sure that interdependencies are identified and tracked
- Oversee the delivery of work plans
- As the role matures on a part time basis undertake service design activity in line with the other service design G7 responsibilities

People Management

- Ensure all team members are equipped and skilled to be able to carry out their duties
- Manage personal performance of your individual team member through scheduled performance reviews and regular 1:1s ensuring personal aspirations and discussed and supported as far as possible
- Empower your team members to support their own teams performance
- Work collaboratively with other senior case managers to share best practice and ensure consistent standards by providing feedback on case work quality checks
- Ensure the organisational priorities are communicated and understood by your team and empower them to cascade this to their teams
- Provide opportunities to develop resilience and support succession planning.

Day to Day

- Achievement of personal targets and KPI's
- Ensure that the MMO values and code of conduct are embedded in your daily activity and you provide feedback to others
- Comply with all MMO policies and procedures at all times
- Develop customer and stakeholder relationships to enable mutually satisfactory results
- Maximize opportunities to continually learn about your role and yourself
- Support corporate initiatives as required
- Positively promote the MMO "brand" outside of the organisation
- Any other reasonable duty as defined by the organisation

Key Performance Indicators

- Delivery of service design methodologies and governance
- Delivery of a service catalogue baseline
- Delivery of service design to time and quality for various programmes
- Internal understanding of the required service culture and how we will get there

Key Relationships

- **Internal:** Programme Boards, Directors
- **OGD's:** Defra Marine and Fisheries Policy, Devolved Administrations, Government Internal Audit Agency,
- **External:** Technology Suppliers

Dimensions & Decision Making

- **No of Direct reports:** TBC
- **Budget responsibility:** Aligned to MMO Scheme of Delegations
- **Decision making capacity:** This role will support the Head of Service Transformation in delivering efficient customer focused service design across MMO

Health & Safety

Both you and the Company have a legal and moral responsibility to maintain a safe and healthy work environment. Please ensure that you fully understand your role and responsibilities as set out within the MMO Health and safety policy and supporting procedures.

Behaviours

The following behaviours have been identified as relevant to this role. A full explanation of each behaviour, including behavioural indicators, can be found in the Civil Service Behavioural Framework. Reference should be made to the level related to this grade



Behavioural
Directory.pdf

Behaviours	Level
Leadership	4 – Grade 7 and 6 or equivalent
Changing and Improving	4 – Grade 7 and 6 or equivalent
Managing a Quality Service	4 – Grade 7 and 6 or equivalent
Collaborating and Partnering	4 – Grade 7 and 6 or equivalent
Communicating and Influencing	4 – Grade 7 and 6 or equivalent

Benefits

- 30 days holiday (plus bank holidays) and 2.5 privilege days
- Pension
- Sickness payments
- Edenred – flexible benefits package
- Flexible working arrangements
- Civil Service Sports and Social club
- Employee Assistance Programme
- 3 Volunteering days per annum
- 5 learning and development days per annum
- Death in service benefit

Job Description Agreement

Job Holder's Signature:

Print Name:

Date:

Line Manager's Signature

Print Name:

Date: