Job Title:	Athena® Management Organisation: Service Manager
Grade:	PO3 / Grade G
Role Code:	NEW
Status:	Secondment Opportunity
Home Office Code:	Organisational Support

Main Purpose of the role:

Direct the provision of high quality technical support to define, develop and manage Service Management processes, including Incident, Problem, Change, Design, Release, Configuration (Hardware and Software), Contracts and Supplier procedures throughout Athena system, in order to Continuously Improve (CI) performance and implement Athena products and services that ensure compliance, best value, security, stability and optimum operational and business benefits to the AMO and Athena users.

Main responsibilities:

Manage the delivery of high quality end user technical services, drive performance and standards, consult with users and suppliers, act as the point of escalation for those incidents where service is not restored within agreed service levels and where the incident is of a major or critical nature, act as the Critical Incident Manager, in order to ensure excellent standards of service delivery to Athena system users.

Plan and deliver all Athena Service solutions to enhance the end user experience, evaluate and report on changes to provide for continuous improvements, determine day to day priorities, implement in accordance with change management processes, analysing and managing risks, in order to optimise performance, ensuring optimum standards of service delivery and successfully implement new Athena products and services.

Review the progress of specific Athena developments supporting the timely delivery of new equipment and devices, using appropriate quality assurance processes to ensure that transition work is documented using appropriate tools, standards and methodologies, ensuring the effective movement of devices to the –live environment-, and where necessary, correctly interfacing with the forces existing systems and infrastructure.

Design, develop and implement plans and services to meet customer requirements, review and design working practices and procedures for Service Delivery, advising users and working groups within the forces on performance issues, opportunities, risks, impact and planning contingencies, guiding the delivery of a range of equipment, that will satisfy the users expectations and perform to the highest operational standards.

Manage the evaluation, critical assessment of standards and quality and reporting of service issues relating to Athena service provision, scrutinising performance, conducting audits and reviewing customer satisfaction, identifying ways of enhancing activity, optimising quality of service and achieving best value, in order to meet targets, customer expectations and satisfy business objectives.

Provide comprehensive analytical services to the Service Delivery Board with informed and appropriate recommendations to enable informed decision making, through the maintenance of systems, analysis, evaluation and reporting on data, quality assurance processes, needs assessment and the identification of qualitative and quantitative measures and standards, so as to ensure that the production and dissemination of data satisfies rigorous quality standards and meets business requirements in respect of all ITL processes.

Plan and co-ordinate the delivery of an efficient information and advisory service on all implemented ITIL processes, IT performance issues, providing data, producing reports, responding to and as analytical service in respect of all ITIL based management initiatives.

Manage and motivate staff within the AMO and Senior Supplier Team, providing direction and leadership, staff appraisals, addressing welfare issues, advising on personal development, training and coaching, in order to help maximise performance from individuals and satisfy personal aspirations, in order to ensure that staff fulfil their potential and contribute effectively to business objectives.

Vetting level:

Management vetting req.

Experience:

The Service Delivery Manager will possess an IT related degree or equivalent industry experience. He/she will possess at least 3-5 years previous management and supplier management experience within a large scale IT environment and is a member of a relevant professional body (eg BCS, APM etc) and have detailed knowledge of ITIL Versions 3. An ITIL Service Delivery and/or Service Support Managers Certificate is essential.

The post holder must possess a detailed knowledge of, networks and infrastructure and have significant experience in the support and maintenance of IT systems, and have some experience in the planning design, development, configuration, testing and implementation of IT systems and services and all associated installed or management software having regard to priorities of operational and project demands.

It is essential that the post holder is able to think strategically, and contribute towards and influence developments within the AMO. He/she will demonstrate up to date knowledge of policy frameworks, organisational relationships, business processes, procedures for service delivery, reporting procedures, and existing and planned information systems and services. The post holder will provide senior management level representation on behalf of Athena Services and will require confidence and a high level of interpersonal skills to fulfil this role.

He/she must be able to absorb complex technical information and communicate effectively at all levels to technical and non- technical audiences. An understanding of the implications of new technologies is essential together with the ability to provide clear leadership. He/she should possess strong planning, analytical and problem solving skills with the ability to evaluate processes, identify problems and solutions and to influence and persuade. Good people management skills are required.

The post holder will have the capacity to assess, evaluate and manage risks. He/she must the Athena operational systems. Essential attributes include enthusiasm, self-motivation and pro-activity. Strong presentational and interpersonal skills are required.

Behaviours	Level
Analyse Critically	2
Collaborative	2
Deliver, Support and Inspire	2
Emotionally Aware	2
Innovative and Open Minded	2
Take Ownership	2

Values	Level
Impartiality	Accredited
Integrity	Accredited
Public Services	Accredited
Transparency	Accredited

Technical Skills	Level
Business Planning	3
Customer Services	5
Data and Systems Security	5
Health & Safety	4
ICT - User Support/Help Desk	6
Internal Consultancy	5
Risk Management	5
Know. of Police Environment & Policy	4
Mgmt of Police Investigation (MOPI)	4