Job Description

**Job title**: Identity and Access Operations Manager

**Grade**: 7

**Reports to**: Head – Identity and Access Management

**Responsible for**: The leadership, line management, motivation, technical direction, development, training and mentoring of assigned staff.

**Office**: Information Security and Identity and Access Management, IT Services

**Date**: September 2023

**Overall purpose of the job**

The Identity and Access (IDAM) Manager is responsible for planning resources; scheduling work; monitoring progress against timescales; anticipating and avoiding potential incidents; and responding to issues and requests raised by stakeholders. The key objectives for the post are to provide a stable access management service; diagnose and respond quickly to resolve IT failures; and identify ways to continually improve the IDAM service to achieve enhanced security and better value for the University. The IDAM Operations Manager will also work closely with the Head of IDAM to coordinate the delivery of new or changed services into the day-to-day operations of the team.

The IDAM Operations Manager is accountable for the optimal performance of the team. The post holder will ensure the team are motivated, clear on their objectives, focused on continuous improvement and empowered to find creative solutions that will add value to the service.

**Key responsibilities, accountabilities and duties**

* Provides operational management to the team by ensuring that agreed service levels are met and all relevant security policies and procedures are adhered to.
* Develops, negotiates and agrees schedules and priorities for access management services, with respective users, in line with Service Level Agreements (SLAs). Ensures agreements are implemented and controlled.
* Ensures that operational procedures and working practices are fit for purpose and current. Accountable for ensuring that operational incidents and problems related to access management are identified, recorded, monitored and resolved. Provides appropriate status and other reports to specialists, users and managers.
* Contributes to and implements the development of a continuity management plan for IDAM services, including planning, design and testing. Coordinates the assessment of risks to the availability, integrity and confidentiality of IDAM tools and systems that support critical business processes.
* Manages the deployment of operational processes, procedures and tools for effective continuous monitoring and management of IDAM tools and systems against business/ financial goals and performance targets. Ensures that tasks are carried out in line with agreed SLAs.
* Investigates and manages the adoption of appropriate tools, techniques and processes (including automation) for the management of systems and services. Ensures that appropriate software or specialist monitoring tools are used to maintain awareness and control of the hardware and software**.**
* Influences design and development of new and changed IDAM systems and services to optimise operational efficiency. Contributes to definition of associated security standards and techniques. Recommends operational and maintenance acceptance of new IDAM systems and services. Contributes to KPIs for system acceptance and monitoring.
* Manages operational relationship with suppliers of IDAM services and ensures they meet key performance indicators and agreed targets. Ensures potential disputes or issues are raised at an early stage and resolved. Identifies constraints and opportunities when negotiating contracts.
* Contributes to the budgeting process, by providing technical input, availability and capacity data to facilitate estimating, planning and objective setting.

**Line management responsibilities, accountabilities and duties**

* Manages, supports and guides the work of groups of staff in line with the operational needs of the Identity and Access Management Team.
* Allocates responsibilities and assigns packages of work to groups of staff.
* Optimises the performance of people, measuring and reporting on performance against agreed quality and performance criteria. Gives regular feedback to teams and individuals on performance against agreed work.
* Facilitates effective working relationships within and between teams of staff. Motivates groups of staff and teams towards a high level of performance.
* Acts as a role model for groups of staff, setting a standard, acting professionally at all times and working to a professional code of conduct and ethics.
* Advises individuals on career paths and encourages pro-active development of skills and capabilities. Provides coaching and mentoring to support professional development.
* Manages probationary periods, setting out the requirements of the job, monitoring progress (e.g., regular meetings) and reacting to variances from expectations, organising training and development as required within appropriate timescales.

**IT Services responsibilities, accountabilities and duties**

* You will be expected to demonstrate a commitment to the [IT Services Practice Charter](https://documents.manchester.ac.uk/display.aspx?DocID=58340) and the University’s [values](https://www.manchester.ac.uk/discover/vision/). The University of Manchester values a diverse workforce and welcomes applications from all sections of the community.
* You may from time to time be required to undertake other duties of a similar nature as reasonably required by your line manager.

**Person specification**

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| **Experience/education/qualification background:** | * Significant experience of leading and managing a team and experience of developing and sustaining a high-performance culture.
* Demonstrable experience of working with IDAM governance, challenges, best practices and tooling.
* Knowledgeable about IDAM concepts, e.g. lifecycle and governance; role-based access control; user provisioning; self-service management; password management; single sign-on, etc.).
* Knowledge of emerging trends with respect to IDAM technologies and service management.
* Extensive experience managing key stakeholder relationships between suppliers, procurement, ITS colleagues and other third parties.

Desirable qualifications: ITIL V4, CIMP, CIAM, CIST, CAMS, CDP  |

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| **Competency (Professional, technical or behavioural)** | **Level** | **Essential** | **Desirable** |
| **Inclusive leadership:** Able to encourage and inspire others to act inclusively; to engage and value the diversity of thought and background within and beyond their teams; and practice an inclusive approach. | Expected behaviour | X |  |
| **Performance monitoring:** Identifying, agreeing and monitoring objectives and deliverables with individuals. Identifying underperformance issues against agreed quality standards and performance criteria. Identifying gaps in capability and causes, disciplinary or ability-related (needing assistance, training or other support). | Proficient in | X |  |
| **Service level agreements**: The purpose and composition of a service level agreement (SLA); the relationship between an SLA, an OLA (Operational Level Agreement) and an underpinning contract for the supply of services. | Proficient in | X |  |
| **Operations management:** Methods, techniques and tools for planning, organising, resourcing, directing, co-ordinating and monitoring ongoing (non-project) activities. | Proficient in | X |  |
| **Stakeholder engagement:** Establishing relationships, analysing perspectives and managing stakeholders from a variety of backgrounds and disciplines. Adapting stakeholder engagement style to meet the needs of different audiences. The identification of key business stakeholders and an assessment of their level of power and interests, and their perspectives to inform the way(s) in which they should be considered and managed. | Proficient in | X |  |
| **IT environment:** The IT environment relating to own sphere of work (own organisation and/or closely associated organisations, such as customers, suppliers, partners), in particular own organisation's technical platforms and those that interface to them through the specialism, including those in closely related organisations. | Proficient in | X |  |
| **Service delivery economics:** The economics of service delivery, such as the cost per service line in terms of hardware, software, and manpower used to deliver the service. | Familiar with | X |  |