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| **TITLE:** Service Quality Manager |
| **TEAM/PROGRAMME:** IT – Technology Services  | **LOCATION:** Centre - London, UK or any existing Save the Children International Regional or Country office worldwide  |
| **GRADE**: B, Mid-Senior Level | **CONTRACT LENGTH:** Permanent |
| **CHILD SAFEGUARDING:**Level 2: *either* the post holder will have access to personal data about children and/or young people as part of their work; *or* the post holder will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |
| **ROLE PURPOSE:** The primary purpose of the Service Quality Manager is to ensure that the services and support provided to SCI Centre, ROs, COs and Members across the SCI IT teams are effective through identification of the root cause and ensuring resolution of issues at source. The Service Quality Manager will be senior (CXO) stakeholder facing, taking a leading role in incident and problem resolution with members and SCI functions on behalf of the Director of Technology Services. In doing so they will be expected to be able to apply strong communication, team working and problem solving skills, to manage incidents and problems satisfactorily.This role will own all major IT incidents and coordinate IT’s response to major incidents not owned by IT, coordinating the resources needed, lead the response planning and manage communications in line with SCI IT major incident management plan. They will own and maintain the major incident management plan, ensuring it is current, effective and accurate.The Service Quality Manager will be responsible for identifying, analysing and managing the resolution of key problems across the technology function including (but not limited to): * high severity and high impact incidents
* repetitive and high volume incidents
* cross-functional and complex incidents
* escalated and high profile incidents
* service delivery and satisfaction issues
* service improvement

They will work closely across SCI IT functions to identify root cause, assess options for remediation and agreeing solutions, and be accountable for ensuring satisfactory resolutionis achieved for stakeholders in COs, ROs and MembersThe role will contribute to development of application and technology roadmaps , identifying and prioritising improvements and will engage in the service planning for new services and project cutovers to assess and identify potential impact on existing services and service delivery.  |
| **SCOPE OF ROLE:** **Reports to:** Director of Technology Services**Staff reporting to this post:** None |
| **KEY AREAS OF ACCOUNTABILITY:** * Identifying, analysing and managing the resolution of key problems across the technology function
* Intervening in incidents in a timely manner where problem management is likely to be required
* Working closely with the relevant technology functional delivery teams to identify and own resolution across the technology function for
	+ high severity and high impact incidents
	+ repetitive and high volume incidents
	+ cross-functional and complex incidents
	+ escalated and high profile incidents
* Working closely with the relevant technology functional delivery teams to identify, analyse and manage the resolution of key issues relating to service delivery and stakeholder satisfaction
* Monitoring service delivery performance and satisfaction feedback to identify and pre-empt potential service issues and provide appropriate intervention and remediation
* Identify and champion service improvements to improve service delivery, stakeholder satisfaction and/or reduce cost
* Lead and own cross-functional engagement within the technology function to ensure root causes are identified and resolution is achieved in a timely manner and that appropriate priority is maintained on remediation by all parties
* Lead engagement with stakeholders on resolution of problems ensuring that appropriate engagement with stakeholders is maintained throughout the resolution process
* Ensure stakeholder closure is achieved and problems closed appropriately
* Ensuring the major incident management plan is maintained and is comprehensive and accurate
* Leading SCI IT’s response to major incidents, co ordinating resources, leading the incident response and ensuring appropriate communications is maintained with all affected parties
* Identify areas for development and change to improve solutions and ensure these are represented appropriately on application and technology roadmaps.
* Work in conjunction with functional and project teams to ensure successful service delivery is maintained after cutover of new solutions and initiation of new services or shared services.
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| **SKILLS AND BEHAVIOURS (SCI Values in Practice**):**Accountability:*** Holds self-accountable for making decisions, managing resources efficiently, achieving and role modelling Save the Children values
* Holds other stakeholders accountable to deliver on their responsibilities, escalating issues as required to the line manager/development lead
* Possesses a strong sense of ownership for problems, resolution and stakeholder satisfaction

**Ambition:*** Sets ambitious and challenging goals for themselves, takes responsibility for their own personal development.
* Sets realistic expectations and outcomes
* Drives self and others to reach timely resolutions

**Collaboration:*** Builds and maintains effective relationships, with team, colleagues, Members and external partners and supporters. Approachable, good listener, easy to talk to.
* Values diversity, sees it as a source of competitive strength.
* Approachable, good listener, easy to talk to.
* Seeks input from others to problem solve

**Creativity:*** Develops and encourages new and innovative solutions.
* Willing to take disciplined risks.

**Integrity:*** Honest, encourages openness and transparency; demonstrates highest levels of integrity
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| **QUALIFICATIONS:** Degree level or relevant demonstrable experience |
| **EXPERIENCE AND SKILLS****Essential*** Minimum 10 years’ experience of IT applications and technology support at scale in a complex organisation
* Effective problem solver that uses structured methods and approaches
* Able to work effectively and calmly in pressure situation and times of critical failure or outage
* Ability to lead, mentor and coach others to achieve successful delivery and resolution
* Ability to think long term strategically and operationally and able to improve systems and processes
* Experience of leading problem resolution in large scale complex application architectures
* Understanding of system architectures, data structures, and good understanding of core back office applications
* ITIL experienced
* Highly experienced in incident management, service management and service delivery in a international organisation
* A proven ability to resolve issues swiftly and decisively whilst safeguarding standards and procedures
* Presents sufficient confidence, gravitas and presence to reassure stakeholders in problem resolution and engender trust
* The ability to motivate and mobilise individuals outside their reporting line in a multinational environment
* Management and influencing skills with experience of working with senior level stakeholders
* Ability to communicate effectively to senior stakeholders
* Logical and structured in approach and able to turn technical discussions into clear decision points and plans

**Desirable*** Relevant experience of working with the key components of SCI application and technical environment
* Experience of implementing managing technical solutions in a international environment
* Experience of outsourced service delivery
* Non-profit sector knowledge/experience
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| **Equal Opportunities** The post holder is required to carry out the duties in accordance with the SCI Equal Opportunities and Diversity policies and procedures. |
| **Health and Safety**The post holder is required to carry out the duties in accordance with SCI Health and Safety policies and procedures. |
| **Additional job responsibilities**The job duties and responsibilities as set out above are not exhaustive and the post holder may be required to carry out additional duties within reasonableness of their level of skills and experience.  |
| **Child Safeguarding:**We need to keep children safe so our selection process, which includes rigorous background checks, reflects our commitment to the protection of children from abuse. |
| **Safeguarding our Staff:**The post holder is required to carry out the duties in accordance with the SCI anti-harassment policy |
| **JD written by:** Julian McGovern  | **Date:** 25 January 2023 |
| **JD agreed by:**  | **Date:**  |
| **Job Description updated By:**  | **Date:**  |
| **Evaluated:** | **Date:** |