

## Job Description

**Ref no:**

Job Title	Service Transition Manager		
Directorate or Region	COO	Department/Country	Noida, Warsaw
Location of post	Warsaw/Noida	Pay Band	PB 8/ E
Reports to	Head of Service Transition	Duration of job	2 year FTC

### ***Purpose of job:***

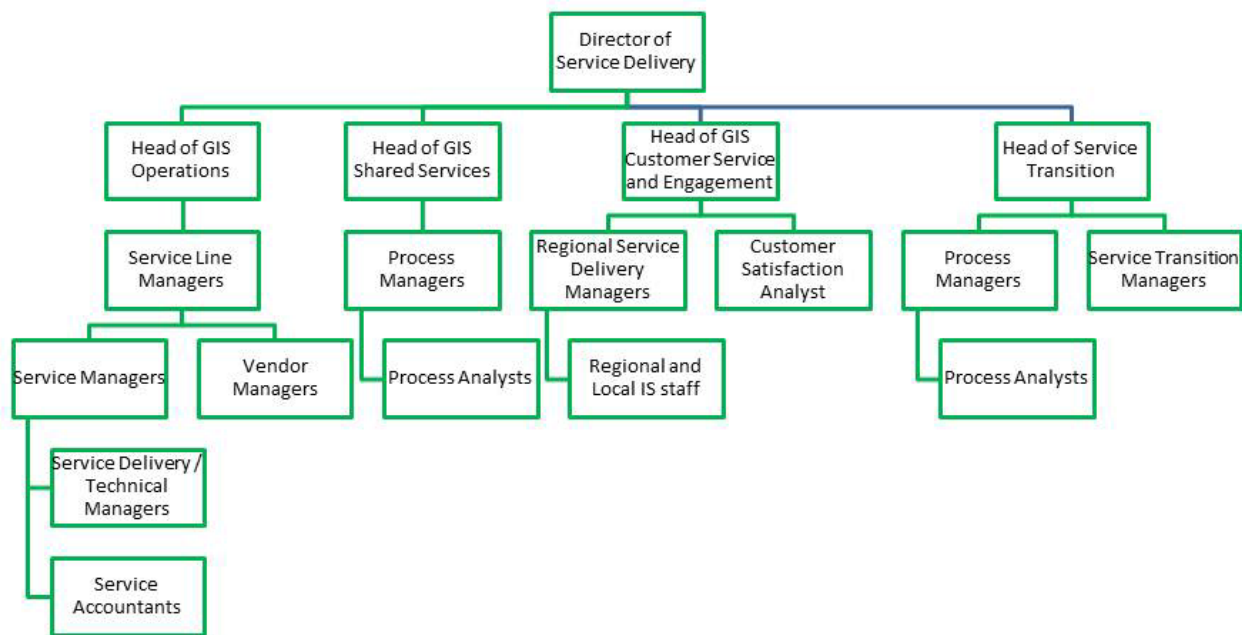
For the introduction of new services or changes to existing services, to facilitate the achievement of formal confirmation that acceptance criteria have been met, and that the Service Delivery Operations team is ready to operate the new service when it has been deployed.

### ***Context and environment: (e.g. dept description, region description, organogram)***

The purpose of Global Information Services (GIS) in the British Council is to partner with the business in order to make effective use of Information in all its forms across the organisation. GIS has accountability for enabling the full life-cycle of information for the whole of the business.

The British Council has undertaken a strategic review of its operating model including the creation of a new GIS operating model. This role is part of the new GIS team responsible for implementing this operating model.

This role is located within the GIS Service Delivery team and reports to Head of Service Transition with functional line management provided by the relevant project/ program.



### ***Accountabilities, responsibilities and main duties:***

Engages with technical design and project managers or Project Management Office, to ensure correct products are produced, in a timely fashion. Including:

- Ensuring the service transition gate criteria are met by internal and 3rd party support delivery and integrated into support delivery model.
- Evaluates the quality of project outputs against agreed acceptance criteria.
- Impact, evaluation and risk assessment project from a Service perspective.
- Identifying all Service Readiness activities and ensuring they are in place for go live (processes, procedures, training, communication etc.).
- Active contribution in negotiating and agreeing changes to third party contracts where appropriate.
- Using the Total cost of ownership for modelling and forecasting of on-going support costs coming from projects.
- Providing assurance to programme managers on service transition activities.

**Key relationships:** (include internal and external)

GIS Strategy and Architecture team  
GIS Design and Development team  
GIS IGRM  
Program/ Project team  
Service Delivery team  
Suppliers (as appropriate)

**Other important features or requirements of the job**

- Occasional travel within UK and internationally may be required

Please specify any passport/visa and/or nationality requirement.	Must be legally able to work in the country in which the post is located.
Please indicate if any security or legal checks are required for this role.	Role will require appropriate and commensurate security vetting checks

**Person Specification**

	Essential	Desirable	Assessment stage
<b>Behaviours</b>	<b>Creating Shared Purpose – Most Demanding</b> <b>Connecting with Others</b> <b>Working Together</b> <b>Being Accountable</b> <b>Making It Happen</b> <b>Shaping the Future</b>  All others at <i>More demanding</i> level		Interview only
<b>Skills and Knowledge</b>	<b>SFIA Skills:</b>  Service Acceptance (SEAC) – Level 5  Project management – Level 4	<b>Contributes to (SFIA Skills):</b> <ul style="list-style-type: none"><li>Requirements definition and management (REQM)</li><li>Change Implementation Planning and Management</li></ul>	Short listing and/or Interview

	<b>BC Generic Skills:</b> <ul style="list-style-type: none"> <li>Communicating and influencing - Level 4</li> <li>Managing Finance and Resources - Level 3</li> </ul>	(CIPM) <ul style="list-style-type: none"> <li>Service Level management (SLMO)</li> <li>IT Management (ITMG)</li> <li>Financial Management for IT (FMIT)</li> <li>Supplier Relationship Management (SURE)</li> </ul>	
<b>Experience</b>	Demonstrable experience, Preferably in large complex international organisation in: <ul style="list-style-type: none"> <li>IS Service Transition</li> <li>managing deliverables via 3rd party vendors.</li> <li>Risk management</li> </ul>		Short listing and/or Interview
<b>Qualifications</b>	Degree level qualification or equivalent experience	Prince 2 Foundation/Practitioner ITIL V3 Foundation/Expert Level	Short listing and/or Interview

<b>Submitted by</b>	Hengameh Brannigan	<b>Date</b>	4 July 2017
---------------------	--------------------	-------------	-------------