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| Last updated: | January 2025 |

**JOB DESCRIPTION**

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| Post title: | **Service Transition Manager** | | |
| School/Department: | Customer Experience - iSolutions | | |
| Faculty: | Professional Services | | |
| Career Pathway: | Management, Specialist and Administrative (MSA) | Level: | 5 |
| Posts responsible to: | Service Transition Manager | | |
| Posts responsible for: | N/A | | |
| Post base: | Office-based (see job hazard analysis) | | |

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| Job purpose |
| To own, develop and champion the Service Transition process and function (incorporating the change, release, and deployment processes) ensuring it is robust, fit for purpose and work with stakeholders to maximise the benefit from the process.  To create and agree the criteria for service transition within IT and the wider business, and ensure that new and upgraded IT services are developed in line with these criteria.  Accountable for ensuring IT services are operable, recoverable, and maintainable by Service Delivery teams, and that services transition effectively to operational support.  To lead on the transition of major projects into production to ensure all service governance and support elements are accepted and seamless. |

| Key accountabilities/primary responsibilities | | % Time |
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|  | To own, champion and continuously improve the process for IT services to transition into operation, aiming to ensure robust protocols and processes that prioritise successful, sustainable, and auditable releases. To lead technical and customer facing teams in developing workflows which support the desired outcomes of the change and release process, while supporting the rapid delivery of value to the University. | 30% |
|  | To ensure we have in place robust protocols and processes that assess, prioritise, and authorise changes and releases into production. The role holder will own, communicate, and continuously improve the process to provide scrutiny of all IT releases, ensuring the production environment is appropriately safeguarded.  Review current ways of working and lead the improvement of the Service Transition function and processes fit for a modern IT environment, including hybrid hosting and evolving cyber threats.  Communicate and raise awareness of the processes across IT and related customers. | 30% |
|  | Work directly with project teams, solution architects and business analysts on key projects to ensure Service Transition activities are completed, warranty and initial support obligations of all parties are documented and managed to completion, to ensure service operations are comfortable accepting a service into support before and after “go live”.  Work with Service Delivery to ensure the solution design document is appropriate and robust, service acceptance criteria are met, and the service is documented to the required standard, to ensure a smooth implementation into the live service through to Early Life Support.  Carry out an impact evaluation, and risk assessment of projects from a service transition perspective, and determine the readiness of services for transition into operation. | 25% |
|  | Provide and maintain documentation, training materials etc. as appropriate to ensure stakeholders can understand and use the Service Transition process efficiently. | 5 % |
|  | Monitor and report on Service Transition activities as appropriate to demonstrate the value of the process. | 5 % |
|  | Any other duties as allocated by the line manager following consultation with the post holder. | 5 % |

| Internal and external relationships |
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| Head of IT Portfolio and team managers  Project, programme, and portfolio managers within iSolutions  Professional networks in Release and Service Transition Management and Project, Programme and Portfolio Management (P3O) in Higher Education and wider industry  Relevant suppliers and external contacts |

| Special Requirements |
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| The post holder may be required to work at any University site or campus.  Some out of hours working may be required. |

**PERSON SPECIFICATION**

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| Criteria | Essential | Desirable | How to be assessed |
| Qualifications, knowledge and experience | Skill level equivalent to achievement of a professional qualification or postgraduate degree, ideally in a in a Change Management, Project Management, or other IT discipline.  Have an in-depth understanding of service transition frameworks, principles, and processes.  Proven project and people management skills.  Able to apply an awareness of principles and trends in the field of service transition and release management, and an awareness of how this affects activities in the University.  Able to appreciate University priorities and to apply these in managing work outcomes.  Experience working in an environment that uses best practice service methodologies such as IT Infrastructure Library (ITIL).  Able to use the following:   * Microsoft Office applications: Visio, Excel, Word, and MS Project.   ITIL service management platforms e.g., ServiceNow | Membership of relevant professional body, e.g., British Computer Society, Association for Project Management.  APMG Change Management Practitioner or similar qualification  A technical IT background.  Familiarity with IT in a Higher Education environment.  ITIL v4 MP (Managing Professional) qualification or similar.  Lean Six Sigma qualification.  PRINCE2 qualification or experience of other project methodologies e.g., Agile project management. | Application & Interview |
| Expected Behaviours | Able to apply and actively promote equality, diversity, and inclusion principles to the responsibilities of the role.  Demonstrate the Southampton Behaviours and work with colleagues to embed them as a way of working within the team. |  | Application & Interview |
| Planning and organising | Able to plan and manage multiple concurrent service transitions, ensuring plans complement broader organisational and IT approaches and strategy. |  | Application & Interview |
| Problem solving and initiative | Able to identify broad trends to assess deep-rooted and complex issues.  Able to apply originality in modifying existing approaches to solve problems.  Able to drive and implement improvement to formal processes. | Able to lead teams through collaborative problem solving to beneficial solutions. | Application & Interview |
| Management and teamwork | Able to manage team dynamics, ensuring any potential for conflict is managed effectively.  Able to understand the strengths and weaknesses of team members, and balance them to ensure delivery.  Able to provide expert guidance and advice to colleagues to resolve complex problems. |  | Application & Interview |
| Communicating and influencing | Advanced stakeholder management, negotiation and conflict management skills.  Able to resolve tensions and difficulties as they arise. | Experience working with diverse teams and ensuring effective communication routes between team members, in a challenging and demanding environment. | Application & Interview |
| Other skills and behaviours |  |  |  |
| Special requirements | Some out of hours working may be required. |  | Application & Interview |

**JOB HAZARD ANALYSIS**

**Is this an office-based post?**

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| Yes | If this post is an office-based job with routine office hazards (e.g.: use of VDU), no further information needs to be supplied. Do not complete the section below. |
| No | If this post is not office-based or has some hazards other than routine office (e.g.: more than use of VDU) please complete the analysis below.  Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder. |

## - HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

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| **ENVIRONMENTAL EXPOSURES** | **Occasionally**  (<30% of time) | **Frequently**  (30-60% of time) | **Constantly**  (> 60% of time) |
| Outside work |  |  |  |
| Extremes of temperature (e.g.: fridge/ furnace) |  |  |  |
| ## Potential for exposure to body fluids |  |  |  |
| ## Noise (greater than 80 dba - 8 hrs twa) |  |  |  |
| ## Exposure to hazardous substances (e.g.: solvents, liquids, dust, fumes, biohazards). Specify below: |  |  |  |
| Frequent hand washing |  |  |  |
| Ionising radiation |  |  |  |
| **EQUIPMENT/TOOLS/MACHINES USED** | | | |
| ## Food handling |  |  |  |
| ## Driving university vehicles (e.g.: car/van/LGV/PCV) |  |  |  |
| ## Use of latex gloves (prohibited unless specific clinical necessity) |  |  |  |
| ## Vibrating tools (e.g.: strimmers, hammer drill, lawnmowers) |  |  |  |
| **PHYSICAL ABILITIES** | | | |
| Load manual handling |  |  |  |
| Repetitive crouching/kneeling/stooping |  |  |  |
| Repetitive pulling/pushing |  |  |  |
| Repetitive lifting |  |  |  |
| Standing for prolonged periods |  |  |  |
| Repetitive climbing (i.e.: steps, stools, ladders, stairs) |  |  |  |
| Fine motor grips (e.g.: pipetting) |  |  |  |
| Gross motor grips |  |  |  |
| Repetitive reaching below shoulder height |  |  |  |
| Repetitive reaching at shoulder height |  |  |  |
| Repetitive reaching above shoulder height |  |  |  |
| **PSYCHOSOCIAL ISSUES** | | | |
| Face to face contact with public |  |  |  |
| Lone working |  |  |  |
| ## Shift work/night work/on call duties |  |  |  |