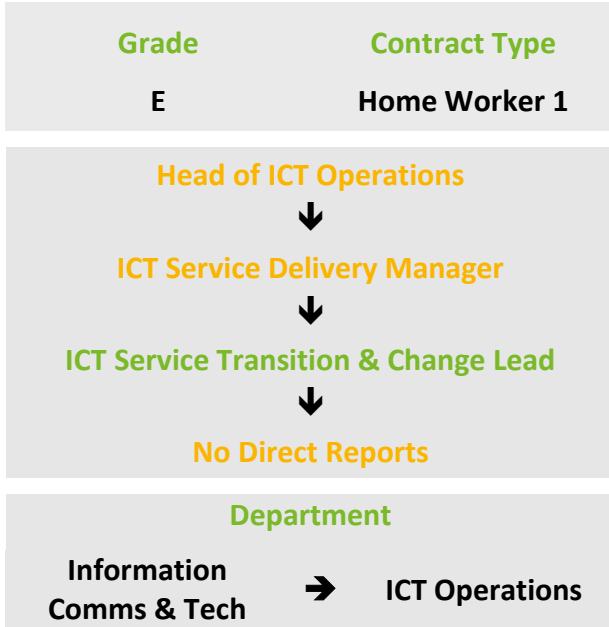


ICT Service Transition & Change Lead



Role Overview

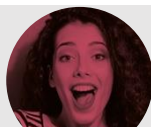
Ensuring changes to IT services are successfully transitioned into a live environment, by assessing changes against agreed service acceptance criteria furthermore ensuring the management of Change Risk.

Manage the introduction of new services through the project lifecycle utilising the Service Transition Process to manage and co-ordinate the introduction of new and modified services ensuring appropriate controls and governance are in place.

RESPONSIBILITIES

- Support the introduction of new services through the project lifecycle utilising the Service Transition Process to manage and co-ordinate the introduction of new and modified services.
- Ensure operational readiness checklists have been defined by the relevant owners and progress tracked on completion of related activities.
- Work alongside the Business Change and ICT Project managers to ensure that Service Introduction is considered in the early stages of, and throughout, the project lifecycle, including feeding into business cases to understand the impact on the service desk.
- Ensure standardised Service Transition policies and processes are effectively followed and support the transition into operations.
- Ensure new services have a fully documented end-to-end support structure, including processes, SLAs, performance metrics and service monitoring in line with business requirements and priorities.
- Develop continual service improvement plans for identified actions not completed during the Service Transition process and hand this over to Service Delivery
- Create and manage hyper care plans, ensuring approval and full handover to operational areas are completed
- Provide regular reports of workstream status and input into weekly reports to the ICT Service Delivery Manager
- Continuous improvement of the service transition process, ensuring buy-in from the Business change team

Our Values & Competencies



PASSION



PRIDE



CREATIVITY



ACCOUNTABILITY

- Ensure all ICT Teams follow the Change Management Procedure and Identify, address and escalate any instances of non-compliance with the approved Change Management Procedure.
- Undertake additional duties appropriate to the role and/or grade.

STRENGTHS

- ✓ Clear and articulate communication skills, both written & verbal
- ✓ Problem solving and root cause identification skills
- ✓ Proven ability to manage fluctuating workloads with ability to achieve/exceed stretching objectives, delivering within tight timescales/deadlines.
- ✓ Ability to work autonomously with minimal supervision

ESSENTIAL REQUIREMENTS

- ✓ Knowledge of Project Management and the ITIL Framework
- ✓ Experience of working within an IT ICT operational environment
- ✓ Experience of leading & facilitating meetings
- ✓ Experience in knowledge Management
- ✓ Ability to establish and maintain effective relationships with key stakeholders, customers and support areas.
- ✓ An ability to define structured processes

BENEFICIAL TO THE ROLE

- ✓ ITIL Qualification (Intermediate)
- ✓ ITIL Lifecycle Certificate in Service Transition
- ✓ Social Housing experience
- ✓ Previous experience in a Transition role
- ✓ An understanding of IT service management & the development lifecycle
- ✓ Supplier engagement experience