



Job Description

Service Design Manager

Public
Node4 Limited
17/03/2022

Job Title:	Service Design Manager	Department:	Operations, Compliance & Security
Location:	Flexible	Reports to:	Head of IT Service Management

1. Role Overview

Reporting to the Head of IT Service Management within the Operations, Compliance & Security (OCS) function, the Service Design Manager will interact with closely with colleagues throughout the Node4 Group ecosystem including Sales, Pre-Sales, Office of the CTO (OCTO), Project Management Office (PMO) and Operations. The Service Design Manager will provide High Level Design assistance in scoping customers' service requirements when these are bespoke or fall outside of the Node4 Group standard set of services. Following the award of contract, the Service Design Manager will be responsible for participating in low level due diligence and service design activities to design, develop and agree service delivery packages encapsulating customer requirements that project teams must deliver, and operations teams support.

2. Responsibilities

As Service Design Manager you will be an integral part of the IT Service Management Team. In your role you will:

- Produce service designs in the form of high level and low-level Service Design Packages (SDPs) articulating what is required to deliver, operate, and manage the services to be consumed by the customer.
- Design and document how services and solutions will be monitored, maintained, and reported against, including what Service Levels the service will deliver (including contractual obligations, service level agreements, 3rd party service measurements and engagement approaches and any further metrics and KPIs).
- Review and develop existing ITIL processes (Incident, Problem, Change, Capacity, Transition etc) to ensure consistent application and delivery across all services to all Node4 Group customers, ensuring any local variances are clearly documented and approved as part of wider customer documentation.
- Manage the service design of a portfolio of projects – reviewing, contributing and being responsible for the relevant project design documentation throughout the Technology Lifecycle.
- Manage the transition of new or changed services into production, ensuring that they meet the standards and criteria for implementation into the production environment.
- Collaborate with Commercial, Sales and Account Management colleagues to ensure bespoke services, and non-functional requirements are documented, commercialised, and invoiced.
- Work with Transition Management to operate a 'handshake' between Pre-Sales, Solutions Architects and Transition Management to ensure all requirements are clearly articulated, documented, and agreed to enable a seamless process of design, delivery and go live.
- Provide a point of escalation for service design, transition, and new service deployment.
- Collaborate with OCTO to ensure that Operations is engaged for future projects and non-functional requirements are built into the design of a new or changed service
- Attend relevant OCS meetings to provide updates on new product and services along with a pipeline of upcoming work.
- Ensure all appropriate delivery and service costs (including first-year costs), from both a resource and maintenance perspective, are confirmed, approved, and communicated to the relevant Service Owners.
- Lead service walkthroughs with relevant stakeholders to ensure that service operations are adequately prepared to support the new or changed services.
- Lead the design of services across difficult, complex, or political environments taking full responsibility for outcomes, developing strong partnerships with key stakeholders and functions.
- Undertake the role of a member of the Node4 Change Advisory Board (CAB)

- Represent Operations, Compliance & Security and Node4 service interests both within the Node4 ecosystem and externally
- Consistently demonstrate and champion Exceptional Service as a Standard (ESaaS) – acting as a role model & ambassador for Node4
- Proactively work within Node4's governance, risk, compliance and control frameworks. Regularly review risk controls to ensure these are operating effectively and within the agreed conduct risk strategy and risk appetites
- Ensure knowledge share & best practice are common practice
- Challenge the status quo, acting as a positive role model for innovation

3. Skills & Qualifications:

As Service Design Manager you will be expected to demonstrate certain skills to successfully fulfil the role. These include:

- An extensive grounding in Service Design and Transition Management.
- Extensive experience within a Managed IT Service Provider industry with demonstrable involvement within the sales to service lifecycle.
- Motivational people management and leadership within a matrix-managed environment.
- Your experience will clearly demonstrate your ability to support high growth businesses to achieve their full potential through designing and delivering achievable service models.

How you'll like to operate:

- Self-starter and transformational thinker.
- Delivering with energy and enthusiasm.
- Welcome complex challenges that need solving in an evolving operation.
- Being assertive and persistent – ensuring the right things are prioritised and delivered.
- Happy to “roll your sleeves up” and work with the “techies” and broader operation.
- Understand the importance and how to deliver
- Have excellent communication skills (verbal, written and face-to-face)

The role will also require you to hold and maintain the following qualifications:

- ITIL v3 or v4 Foundation
- ITIL Service Design

4. Performance:

Performance will be measured against a set of monthly, quarterly, and annual targets and Key Performance Indicators.

Targets will consist of:

- Delivery of approved service models
- Delivery of transition commitments
- Achievement of customer and Node4 committed outcomes

5. Reporting:

The role reports to the Head of IT Service Management although constant interaction will be required with various departments across the business.

Monthly, Quarterly and Annual reports will be required (format to be agreed).