

SERIOUS ORGANISED CRIME AGENCY

ROLE REQUIREMENTS PROFILE

Directorate:	Corporate Services
Role Title:	iSM SERVICE CENTRE MANAGER
Post Code:	
SOCA Grade:	SG3
Location(s): Is this work geographically dependent?	Yes – North West
Aim of the role:	To provide effective line and functional management to the SOCA resources delivering iSM services.

1. Key responsibilities/accountabilities: (5 Most Impactive)

Participate in the planning and transition of the Service Centre from the current scope of operation and location to that planned for 2010. This to include the creation of a virtual Service Centre across two main sites with BCP provision for both.

Ensure that the Service Centre is adequately resourced and dynamically allocate resources to assure delivery of the service to the agreed levels.

Provide line management to SOCA resources in the Service Centre ensuring that they are appropriately trained to meet their agreed objectives. In respect of the service management tools, ensure that there is adequate provision of the relevant tools to Service Centre staff and ensure that they are able to fully exploit the functionality of these tools.

Build up a working relationship between the SOCA first line service provision and all third party suppliers engaged in delivering the services. Establish a seamless service offering through all "lines of service". Use process improvement to effect this where necessary.

Work with other SOCA service operations teams to achieve effective supplier management, service monitoring, reporting and review activities. Contribute to the Service Operations SMT meetings.

RESTRICTED

2. Key behavioural competencies required - against competency framework:

OPENNESS TO CHANGE - B

TEAM WORKING - B

COMMUNITY AND CUSTOMER FOCUS - B

PLANNING AND ORGANISATION - B

RESILIENCE - A

EFFECTIVE COMMUNICATION - A

3. Key technical skills required: (including specific accreditations/specialist knowledge)

Qualified in ITIL® Service Management preferably to managers' level, or equivalent practical experience

Proficient in the use of the appropriate tools and an in depth knowledge of the capabilities of the tools with specific focus on their capabilities for the monitoring and reporting of supplier performance and achievement against service levels.

Analytical ability in respect of service data provided through these tools.

Ability to conduct formal meetings and manage relationships with suppliers

4. If you could not develop an individual into this role within 6 months please explain why?

Vetting status: Selected candidates will need to successfully complete DV vetting.