

Job Description

Job title	IT Service Adoption Lead
Profession	Digital, Technology & Data Analytics
Band	D
Directorate	CIO (Information Technology)
Accountable to	IT Service Assurance Manager

Job Purpose:

The role contributes to improving organisational resilience and making SNG a great place to work by assuring new IT services are seamlessly accepted into BAU and CIO are continuously improving our IT services to the business in light of the evolving business need. The role will achieve this by working closely with IT service delivery teams and IT service design & transition roles to ensure that new/changed CIO IT services are received into support and meet a standard criteria for service adoption (knowledge / training / project support).

The role will represent and support our colleagues on new/changed/retired IT services exploiting opportunities to enhance and improve our service offering.

Financial responsibility: No financial responsibility

People responsibility: No direct or indirect reports

Autonomy:

Within broad direction set by IT Service Assurance Manager, this role will deliver their key accountabilities.

Key Accountabilities:

- Manage and maintain the service adoption process from IT service transition into IT service delivery.
- Work closely with service transition & change management to ensure service/support considerations are included for all new/changed and restored services.
- Work closely with problem management, identify any improvement opportunities of problems logged.
- Chair regular focus groups on service adoption with key stakeholders across the organisation.
- Drive improvement opportunities from service reviews/focus groups ensuring these are logged, progressed and reviewed.
- Maintain the IT service issue log, working with IT teams and the wider business towards a resolution/positive outcome.

- Train and support our colleagues on new/changed technology to ensure smooth service adoption.
- Be an expert knowledge (SME) on our core services with an understanding of the impact of service degradation/underutilisation.
- Ensure service transition documentation is regularly reviewed and available centrally to assist in delivering our services.
- Manage service adoption communications to CIO and the wider organisation.
- Contribute to the reduction of incidents/problems being experienced across the organisation.

General

- Role model SNG's values and behaviours, fostering an environment of trust, transparency, inclusion, and employee wellbeing.
- Demonstrate everyone safe and well everywhere, every day by making health and safety a primary consideration in your decision making.
- Participate in learning and development opportunities and activities that develop personal effectiveness and assist in improving performance in the role. Ensure all core and mandatory training is completed and kept up to date.
- Undertake any other duties as may reasonably be required in line with the level of responsibility of the post and to meet the changing needs of the organisation.

Knowledge and Skills:

Essential

- Experience of developing and maturing an IT Service Adoption capability within a multi-tiered IT support environment based on ITIL best practice.
- ITIL v3 or ITIL v4 Foundation certification.
- Excellent stakeholder management skills, and the ability to influence and motivate others around the use of technology.
- Strong leadership skills, with the ability to communicate and champion IT Service Adoption processes.

Desirable

- Proactive and strong communication and reporting skills.
- Analytical and problem-solving skills required to analyse data to aid decision making and to demonstrate outcomes and achievements.
- Business relationship management / business change management experience.
- Experienced in one or more of the following: Service Operations, Service Desk Management or Service Transition role within a complex IT organisation.
- Experienced in creating training material and guides in various formats.

- Experienced in delivering training directly to end users in face to face, hybrid and virtual settings.
- Experience of relevant tools (e.g. M365, Cherwell, DevOps) and methodologies (e.g. Agile, TOGAF, ITIL).

This is an overview of the job and will be periodically reviewed and updated to ensure that the job description fully reflects the responsibilities required of the post holder.

Version	Job code	Author	Date created/modified	Effective date
1.0		Neil Dawson	05/2024	
2.0	4253	Steven Barber	23/08/2024	