IS Manager

Generic title	Senior Manager - 2
General Description	People at this level will manage a function, a number of managers or an income stream. In operations they will manage multidisciplinary construction projects or medium sized sites and their associated activities from conception through to completion, delivering work that meets project requirements, customer satisfaction and in accordance with Morgan Sindall standards. They will play a major role in ensuring Health, Safety and Environmental Policies are delivered. In commercial they will manage contracts and may lead on a framework, project, special works or design.

Competencies

Achieving Results	Sets clear and appropriate goals that consider the bigger picture Drives well to achieve consistent results Deliver a quality performance consistently
Analytical thinking and decision making	Considered analysis of all available data to arrive at viable options Organising information to identify the key issues and to plan appropriately
Communication	Ability to choose most appropriate style of communication Able to listen actively by which we mean hearing and interpreting what is said Demonstrating sound questioning techniques
Dealing with change	See potential of new ideas and situations Takes a pragmatic approach to change Considers impact of change on others as well as self Ability to explain the effects to colleagues
Teamwork	Develop inter-team collaboration inside and outside company Understand the role of a team and how it delivers the objectives Can adapt to different types of teams in most situations Takes a cohesive and encouraging approach to team working
Leadership	Ability to take control of situations with one's sphere of influence Assume responsibility - organising and guiding where necessary
Managing resources	Create a resource plan for an unfamiliar or potentially complex project Manage others to implement effective planning, problem-solving and decision making Understand the resource implications on the business plan
Negotiation	Understand the other's point of view Make an objective and structured case with pros and cons Understand the need to give and take Understand and defend a position
People Development	Grow a team that is aligned with the business objectives Understand strengths and weaknesses of team members and work with them to good effect Understand ambition and manager expectations Use of a wide range of development tools

Role definition

Summary of role	The role as Business Service Manager is built upon IT Service Management and Business Relationship Management, principles. You will act as the 'Voice of the Operational Business' ensuring they receive fit for purpose and effective IT from Group and 3rd Parties. You will assess operational performance of end-to-end IT and take responsibility for investigation & continual service improvement activities. You will build solid relationships with specific C&I

	personnel that will allow you to understand the requirements and challenges facing the business as a whole. You will co-ordinate activity for the C&I business on everything from projects to incident management. Your approach to the business needs to be that of the service partner to a 'Customer'. You will represent C&I on all specific operational and technical forums focusing on 'right tool for the job' and optimal user experience, communicating C&I specific needs to the IT community.
Responsibilities and accountabilities	Building relationships with the business engaging key representatives to enhance their access to IT Services Build up a network of 'named' business contacts at various levels to communicate & collaborate on vital IT Issues Take responsibility for governance of operational service performance for C&I, through assessment of BT SLA's, operational trend analyses, internal team activity & performance and finally supply chain performance Act as extended support team for major incident co-ordination with Group & BT Monitor customer satisfaction and actively respond/investigate instances of poor performance Act as the intermediary for the business to Group services and 3rd party suppliers, communicating issues and opportunities to the right parties – *'get things done, make things happen'* Collaborating with head of business IS to deliver C&I specific continual service improvement programme with BT and Group Shared Services Take responsibility for the C&I specific office/site catalogue keeping vital business information up to date Take responsibility for operational escalations and customer complaints though to resolution and CSI Controlling communications to the business to ensure C&I is aware of any change/risk to the business from IT Complete specific management and operational reports as agreed with Head of Business IS Represent C&I at BT service delivery meetings Co-ordinate efforts between specialist teams or people for specific issues / opportunities Help the business by removing all obstacles to client satisfaction and / or financial performance Be aware of C&I strategic direction & values Following up if service delivery is not meeting expectations Follow hardware and software best practices as defined by the Managed Services management
Qualifications, training and technical knowledge	*Vital:* ITIL Foundation *Preferred:* ITIL Lifecycle – Service Operation ITIL Lifecycle – Continuous Service Improvement ITIL Capability – Operational Support & Analyses
Attributes and skills	Ability to work in a team environment contributing across a business unit or area Good management skills with the ability to motivate employees to achieve high standards of compliance Excellent organisational, planning and time management skills; able to manage projects simultaneously with compromising on standards and quality Sound knowledge of the construction industry Ability to ensure standards and specifications are met Ability to work with senior management to set project and operational targets Excellent negotiation and diplomacy skills and the ability to make a sound business case to senior stakeholders