Role Profile

Role Title	Level	Team	Function
Incident, Problem and Change Manager		Technology	IT Service

Purpose of the Role
The *Incident, Problem and Change Manager* **collaborates with teams across the IFGL Technology landscape to coordinate and drive the proper handling of incidents, problem and change records** through their respective process lifecycles by: • Providing **advice and guidance to stakeholders and users of the processes** to ensure that **quality across our ITIL disciplines is maintained** and upheld • Ensuring that **incidents are resolved in as an expedient method as possible** • Ensuring that **problem records mitigate causal factors** within agreed timescales; • Making sure that **change records are reviewed and approved i**n accordance with their risk profile; • Handling escalations into our internal and external service providers. The role pins together the "holy trinity" of ITIL Service Operations: **making sure we fix services** when they fail (incident and major incident management); **making sure when we change our technology it's performed safely** (change management) and when issues do occur we have **properly investigated and prevented a recurrence** (problem management).

Key Contribution Areas	Measures
• Reducing impact to Technology services when incidents occur.	• Work with the *Incident, Problem and Change Analyst*, technical teams across IFGL Technology, colleagues within IFGL brands and cross-functional areas, vendors and partners providing technology, to **manage the lifecycle of incidents through to resolution within timescales appropriate to their impact and risk** in line with our Incident Management processes. • Communicate with **colleagues, internal and supplier leadership** teams consuming impacted services using approved channels **to notify of outages, provide status updates and manage expectatio**ns of resolution timescales and activities. • Escalating to the appropriate contacts in the event that responses from technical stakeholders risk **breaching, or have breached response and/or resolution targets** or service levels.
• Ensuring that change is implemented safely through the Change Management process.	• Work with the *Incident, Problem and Change Analyst*, technical teams across IFGL Technology, colleagues within IFGL brands and cross-functional areas, vendors and partners providing technology, to **coordinate and manage the lifecycle of change requests**. • Work with change requestors to **provide guidance and quality assess change records** raised to ensure that they **comply with governance** and **adequately mitigate risk** inherent with performing operational changes to production systems. • **Provide approval for changes** through use of the approved toolset, via chairing of the **Change Advisory Board** and **Emergency Change Advisory Board.**

• Striving for excellence across our Service Management landscape.	• Work with the *Service Excellence Manager* and *Incident, Problem and Change Analyst* to
	   • **support Post Incident Reviews** as appropriate, following a Major Incident or by exception when requested from Technology Leadership team or above.
	   • **drive forward investigations** and **determine the causal factors** of major incidents and failed changes with the technical stakeholders and service providers.
	   • **Identify "near misses"** and work to prevent recurrences.
	
	• Work with stakeholders to **determine prioritisation** and manage the implementation of action plans to drive out the risk of recurrence of incidents and failed changes from across our Technology landscape.
	
	• Work with stakeholders to **update knowledge articles** and **documentation** as required.
	
	• Provide updates as to progress and status to stakeholders as appropriate.

• Reporting	Work with the *Reporting Analyst* to provide the requisite data and context, ensuring that an accurate view of position, performance and volumes are provided	
• Cross-Functional Collaboration	• Work in a manner that is supportive of, taking steer from, complying with and providing input to the appropriate processes and policies: • Incident Management • Problem Management • Change Management • Service Level Management • *HR* • *Risk Management* • *IT Security* • *Data Protection and Records Management* • *Financial Crime and Anti-Money Laundering* • *Conduct and Compliance* • *Legal* • Act as on-call Duty Manager, managing incidents out-of-hours and providing a coordination point for changes being deployed, as part of a wider team on a rota basis. • Provide holiday cover and backfill for the *Service Excellence Manager*	
• Situational Awareness	• Obtain and maintain a **working, high-level knowledge** of • the **products** that IFGL and our brands provide to our customers; • Which technology **services** are used to provide that - both directly supporting the customer-consumed services and those used by the brands and cross-functional teams to manage those activities; • Which technology **solutions** are used to underpin those - and how they interconnect; and • Which **suppliers, partners and internal teams** provide those technology solutions. • Keep up-to-date with industry trends surrounding direction-of-travel, incidents and security issues affecting technologies and vendors used.	
• Culture	• Demonstrate an ability to work collaboratively and constructively across multiple teams of differing technical aptitude and geographies. • Demonstrate personal accountability and ownership of own workload and development. • Demonstrate an understanding of the company's core values and how to effectively implement them.	

Functional or Technical Knowledge and Skills Required

- Knowledge of **ITIL Service Operations** best practices and processes.
- **ITIL Foundation** certificate extremely desirable but not mandatory, depending on experience.
- Previous experience using ITSM toolsets such as **ServiceNow, BMC Remedy** beneficial. Office 365 Collaboration tooling experience essential.
- Experience working in an **incident, problem and change management capacity previously** - preferably within a Financial Services setting.
- Proven, **disciplined** and **consistent** analytic approach and mindset.
- The ability to work with stakeholders at multiple levels of seniority, across multiple different suppliers and geographies.
- Experience working with outsourced technical landscapes desirable.

Personal Capabilities Required, e.g. skills, attitude, strengths

- A Pro-active individual, self-motivated, and able to use own initiative
- Excellent spoken and written communication skills, with the ability to express technical concepts in Business English to non-technical audiences.
- Previous line management experience would be beneficial – however not mandatory; coaching will be provided in all cases for the right applicant where needed.
- The ability to work under pressure and maintaining focus and accuracy is a necessity for this role.
- The successful applicant will be people focussed with strong empathy skills and EQ - the ability to advocate for non-technical populations to technical service providers is a must-have for this role.

People, Budget and Project Scope

- Works in tandem with:
    - *Service Desk lead and analysts*;
    - *Service Excellence Manager*
    - *Incident, Problem and Change manager*
    - Internal technical capabilities, engineers and leads
    - Internal business incident, continuity and disaster recovery stakeholders
    - Technical Vendor contacts
    - Brand and Cross-Functional team stakeholders
    - *Service Reporting Analyst*

- Reports to the *Head of IT Service*
- Has direct line management responsibilities over *Incident, Problem and Change Analyst*.