



Role Profile

Role Title	Level	Team	Function
Service Excellence Manager		Technology	IT Service

Purpose of the Role

The *Service Excellence Manager* collaborates with teams across the IFGL Technology landscape to **ensure that when things go wrong we take a robust and thorough approach to identify how we prevent it happening again** across our entire landscape. Independent from the Service Desk, Technical Vendor Management and Incident, Problem and Change teams the Service Excellence manager achieves this through:

- Performing **data-driven, proactive analysis** to detect emerging and evident factors that have resulted in **major and non-major incidents, failed changes, process breaches, service level and KPI breaches, supplier poor performance** and near misses across the Technology landscape.
- Being responsible for management of **root and contributory causal factor mitigation to ensure we eradicate causal factors** affecting Technology Services across Incident, Problem, Change, Service Level and Technical Vendor Management.

By taking an **objective view** of the facts, performance and what is required to prevent a recurrence, the *Service Excellence Manager* works to **keep our services available** to our customers by **making sure that lessons are learned**.

Key Contribution Areas	Measures
<ul style="list-style-type: none"> Investigating causal factors driving process, service and performance failures or degradation.. 	<ul style="list-style-type: none"> Work with the <i>Incident, Problem and Change Manager</i>, technical teams across IFGL Technology, colleagues within IFGL brands and cross-functional areas, vendors and partners providing technology to identify the root and contributory causes of: <ul style="list-style-type: none"> Major Incidents and near-misses Emergent and existing trends of non-major incidents Failed changes and near-misses Degraded SLAs, KPI and other performance metrics across provision of service to IFGL colleagues and customers. Degraded supplier performance from IFGL's vendors providing technology solutions to the group.
<ul style="list-style-type: none"> Extrapolating causal scrutiny 	<ul style="list-style-type: none"> Work with the <i>Technical Vendor Managers</i>, internal architects, engineering application and infrastructure support teams and external suppliers to identify wider exposure to causal factors identified during investigation across the IFGL Technology landscapes. Lead a working group with wider counterparts to raise awareness of, and receive advice of causal factors that may exist across the wider landscape outside of the Group.
<ul style="list-style-type: none"> Mitigating causal factors 	<ul style="list-style-type: none"> Work with the <i>Technical Vendor Managers</i>, engineering, application and infrastructure support teams and external suppliers to: <ul style="list-style-type: none"> devise a tactical plan to remediate causal factors across the IFGL Technology landscapes; Agree action owners, timescales and exit criteria for fulfilling the plan; Agree prioritisation of remediation activity against backlogs of other works; Identify factors requiring a strategic approach to mitigation where tactical resolution is either not possible, practical, cost effective or in line with Technology or Group Strategy. Raise the appropriate awareness of extant or emerging risks posed by causal factors that have not yet been mitigated through the appropriate forum.
<ul style="list-style-type: none"> Reporting 	<ul style="list-style-type: none"> Work with the <i>Reporting Analyst</i> to analyse the requisite data and context, identifying impact, trends and themes.

<ul style="list-style-type: none"> • Cross-Functional Collaboration 	<ul style="list-style-type: none"> • Work in a manner that is supportive of, taking steer from, complying with and providing input to the appropriate processes and policies: <ul style="list-style-type: none"> • Incident Management • Problem Management • Change Management • Service Level Management • <i>HR</i> • <i>Risk Management</i> • <i>IT Security</i> • <i>Data Protection and Records Management</i> • <i>Financial Crime and Anti-Money Laundering</i> • <i>Conduct and Compliance</i> • <i>Legal</i> • 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 for the <i>Incident, Problem and Change Manager</i>
<ul style="list-style-type: none"> • Situational Awareness 	<ul style="list-style-type: none"> • Obtain and maintain a working, high-level knowledge of <ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Culture 	<ul style="list-style-type: none"> • 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 **proactive 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.

People, Budget and Project Scope

Works in tandem with:

- Service Desk lead and analysts;
- *Incident, Problem and Change manager and analyst*
- Internal technical capabilities, engineers and leads
- Internal business incident, continuity and disaster recovery stakeholders
- *Technical Vendor Management* and vendor contacts
- Brand and Cross-Functional team stakeholders
- *Service Reporting Analyst*

Reports to *the Head of IT Service*.

Has direct line management responsibilities over *Service Reporting Analyst*.