

<b>Job Title</b>	Service Transition Lead
<b>Department</b>	IT
<b>Reports to</b>	IT Service Delivery Manager (S)
<b>Purpose &amp; Overview</b>	<p>The Service Transition Lead is responsible for ensuring smooth transitions of new and changed services into live service. This position involves collaborating with various IT teams, conducting impact assessments, and implementing effective transition plans to minimise service disruptions.</p> <p>The Service Transition Lead will have responsibility for the service transition process within our project management methodology. They will be required to facilitate the transition of all aspects of service change deriving from a programme of projects, from the stage where a project is owned fully by a project team, through transition, to service management, where business-as-usual support services are delivered by the support groups and support partners.</p> <p>The Service Transition Lead is responsible for ensuring that the impact of every element of the life cycle of developmental change is considered, from the time a project is confirmed to its eventual deployment, involving co-ordination of the processes of operational level acceptance, transition planning, support requirements definition, configuration and change management, performance and risk evaluation, test management, release, deployment, early life support and release review.</p> <p>The Service Transition Manager position will report into the Service Delivery Management Team, and will work closely with the project's teams, service owner and service delivery managers, the first line and second line support managers and teams, change management and the infrastructure teams. The post holder will be required to have well developed presentation and influencing skills and be capable of making the case for and achieving effective service transition deliverables in project environments where delivery timescales may be inflexible.</p>
<b>Key Accountabilities</b>	<ul style="list-style-type: none"> <li>• <b>Transition Planning:</b> Develop and execute comprehensive service transition plans, considering impacts on people, processes, and technology.</li> <li>• <b>Impact Assessment:</b> Conduct impact assessments for new and changed services to identify potential risks and dependencies.</li> <li>• <b>Collaboration:</b> Collaborate with project teams, service owners, and stakeholders to facilitate seamless service transitions.</li> <li>• <b>Release Management:</b> Work closely with release management teams to coordinate the deployment of new services and changes.</li> <li>• <b>Documentation:</b> Create and maintain documentation related to service transition plans, including risk assessments and dependencies.</li> <li>• <b>Quality Assurance:</b> Ensure that service transitions align with established quality standards and ITIL best practices.</li> </ul>

	<ul style="list-style-type: none"> <li>• Communication: Communicate effectively with relevant teams and stakeholders to provide updates on service transition progress.</li> <li>• Continuous Improvement: Identify opportunities for improving service transition processes and implementing best practices.</li> </ul>
<b>Technical Know-How &amp; Skills</b>	<ul style="list-style-type: none"> <li>• Service Transition Processes: In-depth understanding and application of ITIL service management processes.</li> <li>• Project Collaboration: Ability to collaborate effectively with project teams, service owners, and other stakeholders.</li> <li>• Release Management: Familiarity with release management practices and coordination of deployment activities.</li> <li>• Documentation: Strong documentation skills, ensuring accurate and up-to-date records of service transition plans.</li> <li>• Quality Assurance: Implement quality assurance measures to ensure the successful and reliable transition of services.</li> <li>• Communication: Excellent communication skills to convey complex transition plans and updates to both technical and non-technical stakeholders.</li> <li>• Have demonstrable experience and aptitude in working in a matrix organisation where effective and robust negotiating and influencing skills are used successfully while maintaining good working relationships with members of that organisation.</li> <li>• Sufficient technical background to understand the different architectures of the core systems, and to understand the impact of new technologies; experience of enterprise level applications will be an advantage.</li> <li>• Proven track record of successfully managing their own work and that of others where required, including the ability to plan, prioritise and organise work to meet tight deadlines.</li> <li>• Proven track record of working independently and showing persistence, while fostering good working relationships across teams, as well as contributing to the SMO team environment</li> <li>• Strong interpersonal skills and politically astute</li> <li>• Excellent written and verbal communication skills, including the ability to relate effectively to users at all levels and careful attention to detail.</li> <li>• Experience of creating and maintaining a project plan</li> <li>• Excellent analysis and problem-solving skills</li> </ul>
<b>Qualifications</b>	<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• ITIL 4 Practitioner in Service Management or equivalent</li> <li>• Experience in IT Service transition.</li> <li>• Experience working in an IT service environment within a complex and diverse organisation</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• Degree in Information Technology, or a related field.</li> </ul>