MANCHESTER CITY COUNCIL

Manchester City Council
Role Profile

Service Manager – Business Continuity and Resilience, Grade 9
ICT Service, Corporate Services Directorate
Reports to: Service Operations Manager
Job Family: Technical

Key Role Descriptors:

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects and work packages that achieve the Council's corporate aims and objectives taking into account relevant statute and legislation.

The role holder will provide high level technical consultancy support in the development of frameworks to deliver quality and appropriate development and outputs, particularly those requiring complex and specialist technical and legislative expertise, to deliver a quality service.

The role holder will use extensive knowledge and expertise to develop, design and implement customer-focused technical solutions. They will continually identify and champion opportunities to deliver improvement in service provision, assigning resources appropriately to ensure delivery of objectives.

Key Role Accountabilities:

Provide a lead technical consultancy function for the assigned service area, ensuring that complex and innovative technical solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Accountable for the delivery of complex work packages (using project management methodology where appropriate) which deliver organisational objectives, deploying resources effectively and managing stakeholder and customer expectations throughout the lifecycle of the project.

Ensure that efficiencies in project, programme and maintenance service delivery are identified and exploited to provide improvements in the quality of service, with a consistent focus on improved quality, performance and customer service.

Foster successful relationships, both internally and with partner organisations, and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives. Work closely with contractors where required to ensure effective work package delivery.

Effectively communicate significant complex technical issues including the analysis and interpretation of legislation to manage negotiations and necessary processes. This will include identifying and addressing complex issues and making informed recommendations on action needed to support key corporate objectives.

Represent the City Council as an expert witness at enquiries, tribunals and hearings or similar proceedings where appropriate.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the roleholder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.

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Role Portfolio:

ICT & Digital Department
The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”
The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. This role sits within the following service area:

- **ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

- 212 Office locations inc. 27 libraries
- Circa 8000 ICT users and 96 elected Councillors
- 200+ Line of Business Applications
- 1000+ Virtual Servers hosted across resilient Cloud and On-Prem Data Centres
- 10,000+ Laptops, PC’s, and associated End User Devices
- 300 printers"

Responsibilities of a Service Manager in Business Continuity and Resilience are:

- **Business Continuity Planning** – Experience of developing and maintaining comprehensive business continuity plans that addresses the threats to critical IT infrastructure.
- **Business Continuity Plan Management** – Experience of identifying critical IT systems, applications and elements of infrastructure, conducting risk assessments to identify potential threats to IT operations.
- **IT Risk Management** – Experience of collaborating with IT Services and other teams to implement risk mitigation measures.
- **Proactive Business Continuity Protocol Management** – Experience of collaborating with IT Services and other teams to embed business continuity protocols. Conducting drills and simulations to test the effectiveness of business continuity protocols.

- **Technology Resilience Strategy & Delivery** – Experience of identifying emerging cyber security technologies that will enable the IT service to protect against threats to systems.
- **Reactive BC Protocol Management** – Experience of establishing and leading emergency IT response teams to support services through business continuity protocols, taking teams through response, recovery and a return to business as usual. Establishing clear lines of communications and devolved control during incidents.
- Experience of being part of one or many of the core ITIL functions, covering Service Desk, Change, Problem, Incident or Release Management, Applications Support and experience of problem solving.
- Experience of IT Service Operations, and how an IT installation works across 7 *24.
- Knowledge of the relevant legislative framework and professional standards both within the ICT industry and in particular to a local authority.

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Key Behaviours, Skills and Technical Requirements

Our Manchester Behaviours

- We are proud and passionate about Manchester
- We take time to listen and understand
- We 'own it' and we're not afraid to try new things
- We work together and trust each other
- We show that we value our differences and treat people fairly

Generic Skills

- **Communication Skills:** Ability to advise others and deal with sensitive issues in difficult situations inside and outside own area, negotiating riskier demands.
- **Analytical Skills:** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
- **Planning and Organising:** Excellent time management skills, creating own work schedules, prioritising, preparing in advance and setting realistic timescales for own self and others. Has the ability to visualise a sequence of actions needed to achieve a specific goal and how to estimate the resources required.
- **Problem Solving and Decision Making:** Ability to formulate independently a range of options for new or unfamiliar situations and to select the appropriate course of action to produce a logical, practical and acceptable solution. An ability to make independent decisions of a relatively uniform nature.
- **Creative Skills:** Ability to find creative solutions where there are no existing parameters or procedural framework
- **Strategic Thinking:** Ability to identify best practice and analyse trends and patterns to develop ideas for the strategy of the service.
- Understands adjustments to strategy and helps others to adjust plans accordingly
- **ICT Skills:** Skills to devise and implement document and record systems, including classification, retrieval and retention processes.
- **Research and Intelligence:** Ability to conduct research using a variety of techniques, in order to gather evidence and evaluate intelligence, recording in compliance with documented standards and legislation.
- **Policy Skills:** Key analytical skills to consider the impacts of policy options and plan appropriate communications and reporting mechanisms. Ability to use cost-benefit analysis to inform decisions on competing priorities.

- **People Management:** Ability to secure and direct resources to fulfil work requirements over a wide service area, motivating, guiding and coaching others towards accomplishment of objectives/tasks.

Technical Requirements (Role Specific)

- Qualified to ITIL Foundation, with a good practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) interface and interact to collectively support IT and the Business.

- To have or working towards CBCP certification from the Disaster Recovery Institute International (DRII)
- To have or working towards ISO 22301 Lead Implementer - This qualification demonstrates the ability to implement and manage a Business Continuity Management System (BCMS) effectively.
- Membership of the Business continuity Institute or a maintain a strong network with other professional working across business continuity and risk management