MANCHESTER CITY COUNCIL

Manchester City Council
Role Profile

Service Readiness Analyst, Grade 7
ICT Service, Corporate Services Directorate
Reports to: Senior Service Readiness Analyst
Job Family: Technical

Key Role Descriptors:

The role holder will undertake a lead role in a professional, customer focused, specialist technical service which enables the delivery of organisational objectives and provides a high quality service to customers in line with internal guidelines, policies and procedures and statutory requirements.

The role holder will lead the delivery of a range of technical projects, initiatives or work packages that comply with relevant legislation and help achieve the Council's corporate aims and objectives

The role holder will provide specialist technical consultancy across the assigned service area to develop, design and implement customer-focused solutions for the assigned service area. They will act as a key member of the team and will ensure high standards of customer service and service delivery.

Key Role Accountabilities:

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

Lead on the delivery of work packages (using project management methodology where appropriate) so that objectives are achieved, ensuring consistency in approach and compliance with appropriate internal and legislative guidelines.

Develop successful relationships and secure stakeholder commitment through negotiation and communications, both oral and written, to ensure work packages are delivered effectively and to customer requirements and agreed objectives. This will include the communication of complex technical matters.

Ensure all work carried out fits within the parameters of service level agreements, using appropriate specialist equipment / software or tools where required, in line with safe working practices and health and safety regulations.

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. The role holder will be expected to effectively coordinate resources to support the principles of 'joined up' communication and to ensure efficiencies are achieved.

Dependent on the service area, the role holder 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 Service:
The overall aim of the ICT Service is to manage the network, computers and systems that support internal and external Council services. ICT also provide strategic direction for technology development and ICT Project Management.

The ICT Service supports over 9000 users of PCs and laptops across the Manchester City Council network and remotely.

The Service Readiness Function:

The Service Readiness Function provides governance, coordination and assurance for the introduction of new or materially changed ICT services and applications into live operation. Its purpose is to ensure that services are operationally ready, supportable and capable of being owned as Business as Usual before acceptance into the production environment. The function works closely with project teams, technical teams, service owners, suppliers and support teams to define readiness requirements, coordinate evidence, identify risks and support effective operational handover

The Service Readiness Analyst is responsible for:

- Supporting service readiness activities for new services, applications and significant changes, ensuring readiness requirements, actions and evidence are gathered and maintained throughout the delivery lifecycle.
- Working with project teams, technical teams, service owners, suppliers and operational support teams to support the delivery of readiness activities and operational acceptance requirements.
- Assisting in the development and maintenance of readiness plans, checklists, acceptance criteria, actions, risks, issues and dependencies.
- Supporting the assessment of readiness evidence and identifying gaps or concerns which may impact the successful introduction of services into live operation.
- Working with Service Desk and resolver teams to support knowledge transfer activities and ensure support arrangements are established prior to service acceptance.
- Producing and maintaining operational documentation, including support procedures, knowledge articles, service information, support contacts and ownership records.
- Supporting Configuration and Asset Management activities to ensure service information, configuration items, ownership details and support relationships are accurately recorded.
- Assisting with readiness assessments, reporting and governance updates, ensuring progress, risks and outstanding actions are clearly communicated to stakeholders.
- Supporting handover and operational acceptance activities, ensuring agreed readiness requirements have been met before services are accepted into Business as Usual support.
- Monitoring and escalating readiness risks, issues and dependencies, working with stakeholders to support timely resolution.

- Supporting post-implementation review activities, capturing lessons learned and identifying opportunities to improve service readiness processes and practices.
- Building effective working relationships with colleagues, suppliers and stakeholders to promote successful service introduction and operational support outcomes.
- Support the collection and coordination of testing and assurance evidence, ensuring outcomes, risks and outstanding actions are captured and reported as part of service readiness activities. Responsibility for planning, managing and executing testing activities remains with the relevant project, supplier or business area.

The experience of the Service Readiness analyst should include:

- Experience of supporting the introduction of new or changed ICT services into live operational environments.
- Understanding of IT Service Management principles, including Incident, Problem, Change, Knowledge, Configuration and Service Level Management.
- Experience of working with multiple stakeholders to support service readiness, operational acceptance or service transition activities.
- Experience of producing and maintaining operational documentation, knowledge articles and support information.
- Ability to identify and escalate risks, issues and dependencies affecting service readiness and operational support.
- Strong organisational, analytical and communication skills, with the ability to work effectively across technical and non-technical teams.
- Working knowledge of ServiceNow or similar service management platforms.
- Understanding of ICT governance, information security, business continuity and data protection requirements within a large organisation.

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:** Is able to effectively transfer key and complex information to all levels of staff, adapting the style of communication as necessary and ensuring that this information is understood. Writes convincingly and clearly, succinctly and correctly, avoids the unnecessary use of jargon or complicated language; writes in a well structured and logical way and structures information to meet the needs and understanding of the intended audience.
- **Analytical Skills:** Ability to identify patterns and trends that may impact on decisions and propose realistic conclusions identifying the risks and any assumptions made.
- **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.
- **Project Management:** Ability to manage change control procedures and ensure that project deliverables are completed within budget and timescales.
- **Problem Solving and Decision Making:** Ability to think laterally and take into account the root cause of a problem and the client / organisation-wide consequence of decisions made.
- **ICT Skills:** Skills to configure appropriate areas of technical support in a large organisation. Skills to ensure the availability, integrity and search-ability of information through the application of formal data structures and protection measures.

Technical Requirements (Role Specific)

- Qualified ITIL Foundation
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