NB - looking at the new government competency framework, thoughts are that those in red are the non-negotiables across the board, whilst those in purple are the remaining couple that are probably next in line (6 are required for sift)

VACANCY ADVERTISING FORM
VACANCY REFERENCE NUMBER:

POST TITLE: Service Manager
PAYBAND: SCS1
UNIT/DIVISION:
LOCATION:
TYPE OF POSTING: 24 Month Fixed Term Appointment with possibility of extension or permanency. The post will be re-evaluated at the end of the period to match against the ongoing requirements of [Department]

VACANCY ADVERT

This role will be in the [Business Unit] Team who are responsible for on and offline continuous service delivery, developing and delivering all the changes and improvements necessary to provide effective and holistic services for users.

Your role is to be the unequivocal owner of a high quality user experience between people and your department, by being the designer and driving force behind digital service provision. You will lead services that are not just best in class, but give the same level of digital experience users expect from daily interaction with the most respected web services.

You will be representing your service to Departmental Board-level officials supporting the Digital Leader network and senior officials in [Dept], using information from diverse user, commercial and service sources to create and project a compelling product vision.

You will already be an experienced leader, with an in-depth understanding of service delivery and equipped to represent your service and its users' needs at all levels within and outside an organisation. You will have the digital literacy to engage with technical staff and suppliers to define the best system and platform configurations to achieve business/user objectives.

CONTACT DETAILS

FOR INFORMATION REGARDING RECRUITMENT PROCESS, ELIGIBILITY, TERMS & CONDITIONS:

FURTHER INFORMATION REGARDING THESE POSTS:

CLOSING DATE:
EXPECTED SIFT DATE: W/c
EXPECTED INTERVIEW DATES: W/c

APPLICATIONS ARE WELCOME FROM PART TIMERS AND JOB SHARERS

SALARY SCALE:

JOB DESCRIPTION - MAIN DUTIES OF THE POST

You will be responsible for creating a user-focussed vision for the service, and acting as the user advocate at all times to ensure that the service remains relevant, convenient and straightforward for them to use.

Your role will involve managing the product lifecycle - initial design and/or redesign, delivery, on-going success and continuous improvement - of one or more transactional services and/or platforms, plus sharing your expertise across government You will:

(Re)design

- Lead the gathering of user requirements based on a clear understanding of diverse customer groups and channels for the service
- Identify and pursue any potential linkages with other services (internal or external) that might be exploited to improve users' overall contact experience with government
- Interpret user research, customer insight and behavioural data to make robust service design decisions, noting that users do not always know/express what they want
- Define and ensure user buy in for service definition and delivery approach
- Act as an advocate for your service users, and negotiate to remove any identified blockages (within or outside the department) to the design of a excellent digital service
- Oversee one or more multi disciplinary agile delivery teams to deliver excellent new services or redesign existing brown field legacy services to meet user needs
- Lead project operational delivery; supporting and ensuring the necessary project and approval processes are followed; monitoring and reporting on progress in reaching the digital by default service standard; identifying and mitigating risks; and deliver on all aspects within the timescales set for launch
- Be digitally literate to effectively engage with technical staff, suppliers and stakeholders to define the best approach to service design to achieve business/user objectives
- Create effective, prioritised business cases, service descriptions and delivery plans/ roadmaps to meet user needs in a cost effective way
- Lead effectively on the change management, process re-engineering and communications required to launch/implement successful services

Delivery and improvement

- Be accountable for the quality and usage of service delivery in line with the digital by default service standard and other agreed targets, continuously iterating the service based on user feedback (minimum monthly)
- Keep continually abreast of changes to your users' habits, preferences and behaviours across various (digital and non-digital) channels and their implications for successful delivery of the service(s) you are responsible for

- Underpin the delivery and iteration of digital services through effective analysis of multi channelled qualitative and quantitative user data and follow-up action
- Act as an advocate for your service users, challenging and negotiating to remove any blockages to the delivery of an excellent digital service that emerge at any point (within or outside the department)
- Identify and pursue any emerging opportunities for joining up with other related services (government, voluntary or private sector) to provide a more straightforward, convenient or holistic experience for users
- Encourage the maximum possible take-up of digital service channels by effective promotion, communications and marketing, and specify/manage the requirements for successful assisted digital activity to supplement this
- Effectively manage your service's resources, including any contractual and partnership arrangements, to achieve high service functionality and performance, user satisfaction and usage alongside demonstrable value for money
- Ensure that your team and those working with you understand and are fully equipped to achieve high-performance in pursuing a user-centred service vision.

Sharing learning and best practice
- Act as an ambassador for your users and their needs with colleagues and stakeholders, inspiring a user-focussed approach to future joint working.
- Share your understanding and insights into user behaviours, and into the digital marketplace (including best practice, costs, suppliers, methodologies and skills) with both internal and external stakeholders.
- Communicate credibly with a wide range of digital delivery disciplines and talent both internally and externally
- Be actively involved across our partner and user communities and networking with other Service Managers, inside and outside government, to share good practice and learning and foster a collaborative approach to solution delivery and engagement.
- Be prepared to attend specialist training, networking events and share learning as and when required

PERSON SPECIFICATION - COMPETENCES/SKILLS REQUIRED

Setting Direction

Seeing the big picture

Essential

- Develop an in-depth insight into customers, citizens, services, communities and markets affected by their area and the wider public sector context.
- Create joined up strategies and plans that have positive impact and add value for stakeholders, citizens and communities

- Shape strategies and plans which help put into practice and support the Department's vision and long-term direction, including those shared with other departments

Desirable
- Anticipate and predict the long term impact of national and international developments, including economic, political, environmental, social and technological, on own area
- Identify and shape how own area fits within and supports the work of the Department

Changing and improving

Essential
- Seek and encourage ideas, improvements and measured risk taking within own area to deliver better approaches and services
- Encourage a culture of imaginative thinking, seek to expand mindsets and genuinely listen to ideas from employees and stakeholders
- Identify step changes that quickly transform flexibility, responsiveness and quality of service
- Lead the transformation of services to users, moving to a digital approach whenever possible

Desirable
- Challenge the status quo in own and related areas to achieve value-adding improvements and change
- Create effective plans, systems and governance to manage change and respond promptly to critical events

Making effective decisions

Essential
- Take quick, confident decisions at a strategic level to move things forward
- Outline direction of travel, recommendations and decisions for their area, taking account of financial and implementation issues
- Ensure involvement and consultation where necessary and take decisive action when required
- Interpret a wide range of political and national pressures and influences to develop strategies

Desirable
- Weigh up competing views to generate ways forward which will meet organisational goals
- Articulate options and large-scale reputational risks and impacts, including economic, environmental, political and social, and recommend plans to manage and mitigate

Engaging People

Leading and communicating

Essential

- Communicate with conviction and clarity in the face of tough negotiations or challenges
- Influence external partners, stakeholders and customers successfully – secure mutually beneficial outcomes
- Inspire staff and delivery partners to engage fully with long term vision and purpose of the Department, supporting them to make sense of change

Desirable

- Actively promote the Department"s reputation externally and internally – publicise successes widely
- Actively promote diversity and equality of opportunity inside and outside the Civil Service
- Lead from the front, communicating and motivating people towards stretching goals

Collaborating and partnering

Essential

- Proactively create, maintain and promote a strong network of connections with colleagues across the Department, wider Civil Service and externally
- Actively promote knowledge and resource sharing with peers and across functions
- Build high performing teams within own area, aligned around common goals
- Encourage teams to engage with a variety of delivery partners and stakeholders and listen to their feedback
- Set out clear expectations that bullying, harassment and discrimination are unacceptable

Desirable

- Encourage and establish principles of working effectively across boundaries to support the business

Building capability for all

Essential

- Encourage work-place based learning, ensure colleagues take responsibility for their own learning and share it to build organisational capability
- Devote dedicated time to supporting and empowering people through coaching and mentoring and sharing expertise/knowledge
- Identify capability requirements to deliver Departmental 3-5 year strategy and grow sustainable capability across all groups including those identified as having high potential

Desirable

- Champion development, talent and career management for all staff and make learning a reality by encouraging and providing a range of development experiences
- Create an inclusive environment, one from which all staff, including under-represented groups, can benefit
- Role model continuous learning and self development, evaluating own effectiveness and growth and planning next learning steps accordingly

Delivering results

Achieving commercial outcomes

Essential
- Promote a strong focus on the needs of customers, suppliers and other delivery partners to develop new commercial models for the delivery of policy and business goals
- Manage strategic commercial relationships and delivery arrangements actively and effectively to provide ongoing value for money to the tax payer
- Ensure teams appreciate how market demands, investment decisions and other commercial considerations such as funding and pricing models influence suppliers and the delivery of services

Desirable
- Identify and implement different ways of working deployed in other sectors e.g. using resources, assets and commercial arrangements
- Develop and apply market and economic understanding and insights, working with commercial experts, to support sound commercial decision-making and recommendations
- Take a wide view, successfully achieving common goals with organisations that have different priorities

Delivering value for money

Essential
- Understand the financial position of own area, the organisation and the wider economy and recognise impacts of this when delivering services
- Make and encourage strategic choices on spend, challenge high risk costly projects and forgo non-priority expenditure
- Promote and visibly demonstrate a culture of value for money in own area/function in order to focus managers on getting a good return for taxpayers" money
- Interpret a wide range of financial and management information and use financial data effectively in decisions
- Develop robust business cases, with fully costed options identifying clear policy advantages and/or returns on investment to assist decision making

Desirable
- Understand and manage the risks and cost-drivers for own areas of responsibility in the context of strategic priority

Managing a quality service

Essential
- Clarify and articulate the diverse requirements of customers and delivery partners to support effective delivery
- Interpret customer insight and user data to determine and drive customer service outcomes and quality throughout own area
- Translate complex aims into clear and manageable plans and determine resource requirements to support implementation
- Maintain and improve service by managing risks to ensure own area and partners deliver against defined outcomes
- Work collaboratively with customers or service delivery partners to manage, monitor and deliver against service level agreements

Desirable
- Facilitate flexible use of resources across grades through innovative structuring of teams and resources within own area

Delivering at pace

Essential

- Translate strategic priorities into clear outcome-focused objectives for managers and provide the energy and drive in achievement of these objectives
- Take ownership of delivery against outcomes and give credit for others" delivery
- Maintain a strong focus on priorities, holding others to account for priorities and swiftly respond to changing requirements
- Act as a role model for delivery by injecting enthusiasm and energy to achieve results
- Promote resilience and responsiveness in the organisation by being open and honest about challenges, and the actions required to address unexpected developments

Desirable

- Drive a performance culture within own area and support and encourage a focus on performance and priorities

Specialist Skills / Expertise

Essential

- Proven leadership in successful service vision and delivery harnessing the power of digital.
- Proven grasp and expertise in analysing and using customer insight and user and performance data to design and continually improve digital services to fully meet user needs in a convenient and straightforward way.
- Successful design, delivery and ongoing management of high quality services which maximised opportunities offered by digital technology.
- Practical success in interpreting user data and feedback to design and implement channel shift strategies to move users from traditional to digital delivery channels
- Track record of successful negotiation with colleagues and stakeholders to identify potential for working across traditional service divides to enhance and improve user experience.
- Proven ability to challenge and remove any unnecessary barriers to excellent digital service delivery.
- Experience of using lean and agile approaches to service development
- Demonstrable communication skills and impact, with the ability to communicate and gain commitment to the benefits of digital effectively to a large range of stakeholders inside and outside government.

How to Apply

Please send completed CV and Covering Letter to:

[department email address] quoting ref [XXXXX

No later than close of business [Date]

Late or faxed applications will not be accepted