

Job Title	Service Operations Manager
Reports To	Head of Service
Job Purpose	To own and operate Service Operations Management processes for CityFibre group, ensuring processes are managed in a controlled manner, facilitating a high rate of delivery whilst minimising undesirable service impact.

Key Responsibilities:

<ul style="list-style-type: none"> • Driving the efficiency and effectiveness of the incident management process • Producing management information, including KPIs and reports • Monitoring the effectiveness of incident management and making recommendations for improvement • Developing and maintaining the incident management system • Driving, developing, managing and maintaining the major incident process and associated procedures • Reviewing and auditing the process • Ensuring that all IT teams follow the incident management process for every incident • Undertake and manage other service operations process as required, including but not limited to: problem management, change management, request fulfilment, event management, and access management

Person Specification

Requirements	Essential	Desirable
Education	GCSE Maths & English or Equivalent	Degree level or equivalent
Knowledge	ITIL Foundation	ITIL Specialist Certificate in Incident Management or Problem Management
Experience	1+ years Service Operations Management in ITIL environment	2+ years experience in a Service Operations Management role in a service provider environment
Skills	Good communications skills Assertiveness Conflict resolution	
Other Requirements (e.g. Driving Licence)	none	