

**Role Summary**

The IT Service Management Office (SMO) Manager is responsible for overseeing and managing the service management framework across the organisation. This role is critical in ensuring that IT services are aligned with business needs, providing governance, strategic direction, and a structured approach to service management excellence. The IT SMO Manager will be accountable for the delivery, optimisation, and continuous improvement of service management processes and will lead Technology Teams to foster a customer-centric, efficient, and effective service delivery model.

**Role Definition**

**Job title:** Service Management Office Manager  
**Reporting to:** Head of IT Service Delivery / Head of IT Digital Workplace.

**Responsibilities**

- Service Management Strategy:
  - Develop and implement the overall service management strategy in alignment with organisational goals and objectives.
  - Ensure that IT service management practices (e.g., Incident, Problem, Change,) are standardised, documented, and communicated across the organisation.
  - Owns the Enterprise Service Platform (Fresh Service) ensures that backlog improvements (i.e. enhancements, fixes) are prioritized in the product development pipeline.
- Governance and Compliance:
  - Oversee the governance of IT service delivery to ensure services meet agreed-upon service levels, standards, and KPIs.
  - Drive compliance with internal policies and industry best practices, ensuring all service management activities align with ITIL or other relevant frameworks.
- Leadership & Team Management:
  - Provides direction to the Digital Experience Team to ensure the Enterprise Service Management Platform is configured and operating correctly to deliver the requirements and priorities of the F+P Technology Team.
  - Mentor a team of service management professionals, fostering a culture of continuous improvement and customer service excellence.
  - Ensure Technology Teams are adequately trained and equipped to manage and deliver all aspects of service management.
- Process Optimisation and Improvement:
  - Work with process owners, to co-ordinate the continuous improvement of IT service management processes, including the identification and implementation of process enhancements and automation opportunities.
  - Monitor and analyse service performance metrics to ensure services are being delivered effectively and efficiently.
  - Expected to own one or more ITIL practices, assuring that the process design, controls and metrics adequately address the needs of the business.
- Stakeholder Management:
  - Collaborate with senior leadership, business units, and IT teams to ensure IT service management practices are aligned with business needs.
  - Act as the point of escalation for critical service delivery issues and work cross-functionally to resolve them in a timely manner.
- Risk and Issue Management:
  - Identify potential service risks and issues, implementing mitigation strategies as required.

- Ensure all service-related issues are tracked, managed, and resolved to prevent recurrence.
- Reporting and Metrics:
  - Provide regular reports to senior leadership on the performance of IT services, service management activities, and continuous improvement initiatives.
  - Define and track key performance indicators (KPIs) to measure the success and effectiveness of service management processes.
- Budget and Resource Management:
  - Oversee the budgeting and allocation of resources for IT service management initiatives and ensure cost-effective service delivery.
  - Manage vendor relationships, contracts, and SLAs related to the Enterprise Service Management Platform (Fresh Service).
- General
  - Contribute, or otherwise assist, as required.
  - Equity, diversity & inclusion (EDI) is a core priority. To support and champion the embedding of this focus as a collective workforce responsibility, EDI should be integrated, where relevant, into all workstreams.
  - Thorough knowledge of and compliance with F+P procedures and standards.

**Qualities and Skills Required**

- Able to demonstrate ability to undertake the above responsibilities.
- Legally able to work in the country in which the position is based.
- Excellent organisational skills.
- Able to manage sensitive and sometimes confidential information.
- Self-motivated and able to take responsibility.
- Able to demonstrate initiative and a proactive approach to daily tasks.
- Good interpersonal skills and able to work independently and as part of an effective team.
- Flexible attitude.
- Able to build good relationships at all levels, internally and externally.
- Resilient to cope with conflicting demands, able to prioritise duties and work effectively under pressure.
- Able to work as part of an effective team assisting and supporting team members.
- IT Service Management practitioner:
  - The ideal candidate will have over 10 years of experience in IT Service Management, leading the implementation and/or execution of ITSM processes, based on the ITIL best practice framework
- ITIL Expertise:
  - Comprehensive understanding of ITIL/ITSM frameworks (ITIL 4 Foundation minimum; ITIL Managing Professional or specific practice certifications highly desirable).
  - Proven experience in driving ITIL process maturity improvement in an operational environment.
- Process & Performance Management:
  - Ability to create, interpret, and present ITSM metrics, identifying root causes for performance issues and implementing improvements.
- Communication & Stakeholder Engagement
  - Excellent communication skills for engaging with both technical staff and business stakeholders at varying levels of seniority.
- Problem-Solving & Decision-Making:
  - Strong analytical aptitude and the ability to prioritise activities effectively.
  - Strong strategic thinking and decision-making abilities, with a focus on driving results.
- Collaboration & Teamwork:
  - Proven ability to collaborate cross-functionally across IT teams to resolve issues swiftly.

- Fostering a cooperative culture and ensuring synergy between multiple ITSM processes.
- Continuous Improvement Mindset:
  - Determined to drive incremental enhancements to operational procedures, the user experience, and staff development.
- Risk Management:
  - Provides leadership and guidance to identify/ mitigate risks associated with IT service management.
- Reporting:
  - Provide regular reporting to stakeholders and senior management regards governance and process compliance/ maturity.
- Training and Support:
  - Provide training and support to operational teams to ensure they comply with ITSM processes according to best practice guidance

### **Desirable**

- Familiarity with ITSM tools (ServiceNow and/or FreshService), operational dashboards & automation.
- Knowledge of infrastructure technologies and best practices.
- Ability to manage multiple priorities and work under pressure.
- Ability to take the initiative, challenge the status quo and drive change.
- Able to build trusted partnerships and communicate candidly.
- Familiarity with lean or agile methodologies (e.g., Kanban, DevOps) is beneficial.
- Comfortable operating in a dynamic, fast-paced environment with shifting priorities.

This description reflects the core activities of the role but is not intended to be all-inclusive and other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the postholder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the postholder.