Job Description

JOB TITLE: **IT Operations Manager**

Reports to: **Head of IT (Finance)**

Grade: **PM2D L1**

Safety Status: **Non-Safety Critical**

Date version agreed:12/12/2024

1. Job Purpose

Reporting to the Head of IT and act as their deputy, this role will have overall management of the operations support team who support the operational information technology services within the company. Ensuring efficient and secure operations across the services and roles which provide day to day IT services.

Will ensure all IT service management processes relating to request, incident (including major), On-Call, problem, change configuration and asset management are functioning efficiently for the business and a high quality, friendly and professional level of service is being delivered. These processes will be aligned to ITIL best practice methodologies where appropriate.

The role is also responsible managing commodity IT services and contracts related to the secure, efficient, and functioning IT service including, but not limited to, IT service management, printing, backup and restore and the purchasing of hardware and software as reasonably required by the organisation.

Manage the efficient performance of the Service Desk / first line support team. The role will ensure a prompt, friendly service is delivered, prioritising getting things fixed first time.

The role will also be responsible for providing monthly reporting on the overall performance of the IT Service, and customer satisfaction reports against established KPI's, investigating areas of concern and highlighting areas for improvement.

The role will manage the service catalogue and ensure it is fully supported at the service desk with all support contacts and documentation regularly reviewed and updated.

Will also have ownership of the Problem Management lifecycle ensuring problem tickets, known issues and root cause analysis is carried out on major incidents. This will involve reviewing major incidents and recommending improvements along with looking at trends of issues being reported to the operations support team.

This role will take principal ownership of managing our Configuration Management Database, ensuring it is aligned with the change management process and undertake regular reviews of its accuracy.

You will provide an excellent level of customer service to our users supporting the operating companies' delivery of a safe and punctual railway.

The role will work with the wider IT team and other departments within the business to deliver prompt and reliable IT services to the business, ensuring any disruptions, incidents or requests involving IT are resolved quickly according to the SLA or management instruction. It will also lead and co-ordinate the transition of new projects into fully supported and documented services for the IT Team.

You will also be expected to carry out additional work supporting projects, security related work.

Travel between all sites, including station, depots and company sites will be expected although the role will be based at company HQ in the Birmingham area.

The post holder will be required to participate in the IT On-call rota (2nd Line).

2. Safety Details

A; This role requires security clearance (for e.g. running of special trains)	YES
B; This role is required to hold relevant Track Safety Competence (PTS)	YES

C; This is a Safety Critical Work Post	NO
D; This is a 'Key Safety Post'	NO
E; Reference to this post is included in the Company Safety Certification documents	NO

F; This role manages employees (undertakes specific tasks indicated in the occupational & operational standards manuals)	YES

G; This role manages locations (undertakes specific tasks indicated in the occupational & operational standards manuals)	NO

3. Dimensions

A. Financial: Contributes to efficient budget planning and spend for portfolio area (c.£5m) including governance of expenditure against agreed budgets.

B. Staff: Direct Reports: IT Service Desk / 1st Line IT 2nd Line Remote Support Teams

4. Principal Accountabilities

- Management of all IT service management processes in all relevant operational support areas, including service desk and on call. Providing management reporting of these processes where required. These processes involve ensuring requests are fulfilled, incidents managed, problems logged and resolved, assets are tracked, and configurations documented efficiently according to agreed SLA's and best practice.

- Management of the Operations Team function ensuring a sufficiently resourced, prompt, friendly, professional service is provided which takes ownership and deliver solutions in partnership with the other functions within the IT department and the wider organisation.
- Co-ordination and Support of projects and new digital services into operation, ensuring all support processes are backed off to each other between business, IT Service desk processes and suppliers.
- Management of hardware and software assets throughout their lifecycle ensuring business requirements are met, best value for money is delivered and the environmentally friendly disposal of broken and obsolete hardware.
- Management of the IT change & problem management software, tools and process to ensure stable and non-disruptive delivery of digital services inclusive of directorates across the organisation.
- Management of various contracts and services related to the IT operations, delivery and warranty IT services to the business, providing management reporting where appropriate.
- Ensuring IT services are provided in a secure manner according to best practice, and services are provided to authenticated, authorised colleagues, users and suppliers.
- Support and adhere to IT and business processes concerning IT Security, Service Maturity, Innovation and Continual service improvement.
- Interface as required with other functions to set service level agreements and manage service expectations and methods of delivery.
- Provide monthly reporting on overall IT Service performance.
- Work with other parts of the IT Team to ensure new processes are documented and existing support articles are reviewed periodically.
- Manage the lifecycle of Problem Management tickets with co-operation of the wider IT Team and interacting with 3rd party suppliers.
- Provide Root Cause Analysis documentation from any major incidents with problem tasks created to help prevent a re-occurrence.
- Manage the customer satisfaction feedback service for the IT Service Desk, following up on feedback where required and taking note of where improvements can be made.
- Manage the escalation process with other IT team members where more in-depth troubleshooting is required.
- Review and approve knowledgebase articles on a regular basis with internal process owners.
- If necessary, work with IT cyber security incident management team to support any major incidents.
- Ensuring all work is undertaken within the scope of IT and organisational policies and IT controls are always complied with.
- Managing the on call and major incident management services to ensure 24-7 IT cover for critical incidents and services.
- Undertake on-call role to ensure 24/7 provision of on call to the business.
- Undertake any other duties as requested by the Head of IT.

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5. Context
A: Operating Environment:

Mainly working in the company HQ.

Manage the IT Operations Team to deliver an excellent support function to the organisation.

There will be a requirement to visit stations, depots and other company sites.

Flexible working can be accommodated; however, the expectation is that this will be mainly office based in the Birmingham area.

This role will also be included on the IT On Call Rota (2ⁿᵈ Line).

B: Framework and Boundaries:

Managing the IT Service Management Tool and provide an IT operational support service to colleagues. Creating and managing knowledgebase articles and any problem-solving techniques to enable the team to provide an excellent customer experience to resolve any IT related issues or requests.

Call queue management and call allocation / escalation to other members of the IT team where it cannot be resolved by the Operations Team.

Attending where required operating company stations, depots and sites to provide an IT support service. Where required co-ordinate or lead project resource and work being led by IT or other teams within the business.

Providing an excellent customer service and experience across the entire network and for all colleagues.

Deputise for the Head of IT in their absence.

6. Relationships

A: Reporting lines – Reports to Head of IT

Report to the Head of IT.

Periodic one-to-ones are carried out to review progress and performance against objectives & Service Level Targets and KPI's and review reports and analytics for the IT Service and 3ʳᵈ party contract performance.

Deputise for the Head of IT in their absence.

B: Other Contacts:

(i) Within the Company:

- Head of IT
- Finance Director
- Head of Departments
- Business Application Owners
- Project Managers
- Fellow IT employees
- WMT employees

(ii) Outside the Company:

- Third Party Suppliers
- Other Operating Company IT Teams or users
- Project Teams
- Client / Stakeholders

7. Knowledge and Experience

Essential

- Degree in computer science, information technology, management or another related field
- Proven experience as an IT Operations Manager or management of an IT Support function.
- ITIL qualification & knowledge.
- Extensive experience in delivery and management of IT Service management processes.
- Rounded technical knowledge of IT infrastructure and IT business services delivery.
- Experience in IT Project delivery.
- Experience in managing and developing people.
- Budget Management.
- Excellent communication, organisational and interpersonal skills.
- Knowledge of the organisation and geography.
- Experience managing commercial contracts.
- Excellent problem solving and troubleshooting skills.
- Good Reporting and analytical skills.
- Experience in delivery of IT service desk processes supporting the business.
- UK Driving License.

Desirable

- Knowledge of operational railway environment and software applications.

8. Job Challenge(s):

- Diversity of business users / roles, applications and site locations.
- Travelling to all sites within the Operating Company.
- Managing a diverse, technical and possibly remote team that are on a rota basis.
- Multiple standards, procedures and work processes for different grade groups.
- Prioritise workload and react swiftly and efficiently to business-critical related issues.
- Understanding the responsibilities of the Train Operating Company, Network Rail and Third Parties when it comes to providing an IT support service.
- Cyber security awareness and constant change in the threat landscape.
- To be flexible and adaptable to wide variety of IT related tasks that need to be completed.
- Occasionally out of office business hours to complete project work or pre-planned work.
- 24/7 On Call Process on a rota basis.

Safety & Environmental Safety Responsibility Statement

It is the line manager's responsibility to ensure that the post holder is fully briefed and responsibilities are clearly understood by the post holder.

This statement must be amended and accepted:

1. Wherever responsibilities are changed;
2. In response to an accident or incident;
3. In response to external changes to Health and Safety and Environmental Legislation; *and/or*
4. Following annual review.

General Responsibilities

Overarching Safety and Environmental Responsibilities are as follows:

1. You must take reasonable care for your own health and safety and of persons who may be affected by your acts or omissions at work;
2. You must co-operate on matters regarding safety and health;
3. You must not interfere with anything provided in the interest of health and safety – for example override safety features of equipment;
4. You must follow the training you have received when using any work items your employer has given you;
5. Tell someone (your employer, supervisor or health and safety representative) if you think the work or inadequate precautions are putting anyone's health and safety at serious risk;
6. You must support the business in achieving its objectives laid out in its latest Environment & Energy Policy.

Further Safety and Responsibilities that apply to all West Midlands Trains employees are set out below, in sections which correspond with the West Midlands Trains Safety Management system.

You must take reasonable care for your own health and safety, and of persons who may be affected by your acts or omissions at work.

1. **Policy, Leadership and Resourcing**
   a. You must understand and comply with the Refusal to work on the grounds of health and safety policy.
   b. You are responsible for attending the following safety and / or environmental related meetings: E.g. Sustainability Action Group, SEMG

      List meetings here

      ☐ None apply

   c. You must comply with the West Midland Trains policy on the use of mobile phones when driving on company business.
2. **Employee training**

> **a.** You must attend the necessary safety and/or environment training courses within 3 months of appointment (or as soon as practicable thereafter).

3. **Planned Inspections**
   > **a.** You must comply with the procedures which exist to remedy substandard acts and conditions found in the workplace.

4. **Accident and incident investigation**
   > **a.** You must ensure that all personal accidents and near misses are reported to your supervisor or Control as detailed on the health and safety notice board.
   > **b.** You must ensure that all personal accidents are reported and investigated as detailed in the Accident/Incident Reporting and Investigation standard.

5. **Emergency planning and Security**
   > **a.** When working at static locations you must ensure that you understand the local emergency plan at each location at which you are required to work. Local emergency plans are detailed on safety notice boards.
   > **b.** You must understand and comply with your obligations regarding security checks, suspect packages, bomb threats and explosions as detailed in the Occupational Standards Manual.

6. **Rules Competencies, Permits and Licences**
   > **a.** You will receive an assessment of competence in the rules, regulations and instructions which apply to your post. The initial and subsequent assessments will be given by qualified trainers/assessors. Competence processes will lead to certification. You must ensure that you maintain your own competence in rules, regulations and instructions for the post that you hold.
   > **b.** You must be in possession of the necessary publications, as detailed by your manager or supervisor before you take up your post.
   > **c.** You may be required to drive motor vehicles owned, hired, or leased by West Midland Trains. You must not do so unless in possession of a valid license appropriate to the vehicle being driven. You must be insured to use that vehicle and fully comply with the Authority to Drive procedures, carrying the appropriate authority card.

7. **Communications**
   > **a.** You must ensure that you attend regular briefings which cover safety and environmental issues.
   > **b.** You must attend any local job induction training session on your first day at a new location.

8. **Auditing and safety Check**
   > **a.** You must ensure that substandard conditions found by you in workplaces are reported to the appropriate line manager or Control without delay.
   > **b.** You must ensure that any practices undertaken that do not align to current policies or standards are reported to your Line Manager or Control without delay.

9. **Promotion of Environment & Safety Issues**
   > **a.** You must ensure that you are aware of the location and are familiar with the contents of the safety and environment notice board.

10. Health Controls

    a. You must understand and comply with the alcohol and drugs policy as detailed in OCC-205 Alcohol and Drugs and other policy documents.

    b. You must understand and comply with the standard for Control Of Substances Hazardous to Health (COSHH).

    c. You must understand and comply with the standard for Control of Asbestos.

    d. You must understand and comply with company standards for management of cases of occupational ill health.

    e. You must understand and comply with the standard for Staff Care and Support System (SCASS).

11. Personal Protective Equipment (PPE)

    a. You are responsible for wearing the required PPE as directed by the local manager or supervisor when visiting locations where it is required.

    b. You will be issued with PPE on a personal basis.

12. Purchasing, Procurement and Management of Contractors

    a. You must understand and comply with the company standards for purchasing, procurement and stores provision as produced by the Head of Procurement.

    b. You must understand and comply with the company standard for managing contractors.

13. Environment

    a. Where your role has an impact on the Environment you must ensure that you are familiar with the contents of all relevant Environmental standards, including but not limited to the Environmental & Energy Management System Manual.

Specific Responsibilities

Your specific safety and environmental responsibilities are set out below, in sections which correspond with the safety management system.

Safety Responsibility Statement Acceptance

I acknowledge the receipt of the job description and statement of the safety and environment responsibilities associated with my post. I understand these responsibilities, which have been explained to me. Training needs have been identified and agreed.

Signed:		Job title:	
Name:		Location:	
Date:			

I have explained the Safety and Environmental Responsibilities associated with the role of *(insert role title)* to the role holder and am satisfied that they understand these responsibilities. Training needs have been identified and timescales for such training have been identified.

Signed:		Job title:	
Name:		Location:	
Date:			

Date Due:	Date Reviewed:	Post Holder Signature:	Line Manager Signature:
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