



Technology Service Owner

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| Salary / grade range | £39,880 - £44,863 |
| Location | Remote working as long as COVID restrictions are in place, blended mix of home and office working as restrictions are lifted. 1 Angel Square, Manchester [M60 0AG] |
| Reports to | Technical Delivery Manager |

Purpose of role:

The Technology Service Owner is responsible for the quality of service and delivery for the Trust's technology platforms. They will collaborate with multiple stakeholders to ensure the individual services within their remit are fit for purpose.

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies by 2022.

Key accountabilities (and specific duties / responsibilities):

Service Ownership and Leadership

- Delivery of technology applications and services for the Trust's technology platform.
- Oversee the day to day IT service
- Ensure all technology delivery is to an appropriate level of quality.
- Contribute to build and refinement of product backlog(s).
- Works with Service Operations Manager, suppliers and technology leaders to integrate and / or configure services.
- Acts as gateway for changes to the Trust's technology platform.
- Manage use case complexity; gain consensus where there are multiple stakeholder views.
- Analyse Apps / Services, assess value to the Trust
- Analyse and map the risks of scope of delivery and propose mitigation solutions.
- Have a strong understanding of the technologies and business rules within the Trust.
- Proactively monitor the technology landscape in the Trust's technology platform, demonstrating situational awareness and highlighting opportunities and threats as input to the product backlog.



- Ensure that Apps / Services on the Trust's platform comply with relevant Information Security principles by operating the Information Security Management System and engagement with the Information Security function as necessary.
- Participate in workshops that generate ideas and content for sprints and or continuous improvement opportunities.

Planning Horizon

- 12-month change plan for Apps/Services within their remit.
- 12-month Service plan for Apps/Services with their remit.

IT resource and service management

- Accountable for quality of changes to Apps/Services within the Trust and associated governance.
- Co-ordinates task assignments through regular planning and update forums like Sprint Planning and daily Stand-ups

Personal attributes required (based on job description):

| Attributes | All attributes are essential, unless indicated below as 'desirable' | How measured, e.g. application form (A), interview (I) |
|---|---|--|
| Qualifications <ul style="list-style-type: none"> • Minimum of ITIL foundation, • Ideally the role holder will be ITIL v4 Expert or equivalent, or be able to demonstrate depth of knowledge across multiple ITIL processes | Desirable | A A/I |
| Experience <ul style="list-style-type: none"> • Strong understanding of Cloud Technologies and Google Workspace in particular • Experienced in running change and operations for multiple, business critical Apps/Services. • Strong technical leadership and problem solving qualities • Experience of leading both internal and externally sourced teams including offshore outsourcers • Proven track record of service delivery and management experience relevant to the role • Experience of operating with both agile and waterfall methodologies | | A/I A/I A/I A/I A/I A/I A/II |



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| <ul style="list-style-type: none">• Experience of translating strategy into operational procedures | | |
| <p>Skills, Ability, Knowledge</p> <ul style="list-style-type: none">• Excellent communication skills, both verbal and written• Strong customer service skills | | A/I A/I |
| <p>Personal Qualities</p> <ul style="list-style-type: none">• Analytical thinker• Ability to lead and influence others• Collaborative style and a strong team player• Proven people / stakeholder manager | | I I I II |

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op.