Service Request Manager

Ministry of Justice

Band/Rate	Band B
Business Area	Service Operations – Core Operations
Security	SCS Clearance - Candidate must be willing to undergo relevant security vetting checks.
Reports To	Service Request Management Lead

Overview

The Ministry of Justice (MoJ) is one of the largest UK government departments, employing over 70,000 people, with a budget of approximately £8 billion. Each year millions of people use our services across the UK, including courts, tribunals and prisons in England and Wales.

The MoJ is changing the way it delivers technology services, moving away from a majority outsourced model to 'insourcing' and building internal capability.

At the centre of this new model is the Workplace Technology Operations team. This team is responsible for and provides the central area for commodity ITSM activity. MoJ is` currently in the process of deploying a wide range of modern technology products and services and this team will be responsible for ensuring the smooth running of these new services in 'Business as Usual' operation (BAU).

Location

The role is based at our London headquarters. Exceptional candidates who may be based in other MoJ offices will be considered, however frequent travel to London HQ would be required.

Job Description

This opportunity will be for an enthusiastic and seasoned Service Request Manager who is happy to lead but also be involved hands on as well. As a Service Request Manager you will contribute to the development and delivery of a high-quality Service Request Management, Request for Service, process to be consistently delivered across the MoJ Estate. This includes diverse portfolios such as MoJ HQ, LAA, HMPPS, HMCTS.
You will be working in a Service Integration and Management (SIAM) model and essential to your success will be the ability to build and maintain effective relationships with a variety of suppliers, both internal and external, and Business stakeholders.

Responsibilities

The Service Request Manager acts as an escalation point for the Supplier and business stakeholders where requests are not covered by procedure. They will also liaise with the Information Security

teams as required. They are responsible for the operation and improvement of the governance framework and process for request management. Additionally, the SRM is responsible for the integration and coordination of all supplier request management effort, and also for assuring the quality of supplier work. The SRM deals with reported issues or information requests, or other services from support service users and customers.

Key activities of the Service Request Management Manager:
- Assure compliance of the Service Request Management Request for Service process with suppliers
- Provides quality assurance of all supplier request management work
- Contributes to creation of support documentation and knowledge articles to support Request for Service
- Manage cross-supplier assignment and escalations
- Maintenance of the process, associated documentation and tooling configuration to support Request for Service requests
- Operationally monitor and drive performance of the process and tooling configuration to support Request for Service
- Line management for team members
- Management of escalations behalf of the customers, suppliers and associated stakeholders

Experience required
- Experience in assuring and improving IT Service Request Management policies / processes
- Service Request Management principles / methodology
- Providing effective Service Request Reporting.
- Development of Key Risk and Performance Indicators (KRI/KPIs)
- Ability to make effective recommendations to management
- Proven data modelling / report writing capabilities
- Preferably ITIL v3 Foundation qualified.
- Show a positive approach in keeping their own and the team's efforts focused on the goals that really matter
- Take responsibility for delivering expected outcomes on time and to standard, giving credit to teams and individuals as appropriate
- Plan ahead but reassess workloads and priorities if situations change or people are facing conflicting demands
- Regularly monitor own and team's work against milestones or targets and act promptly to keep work on track and maintain performance
- Coach and support others to set and achieve challenging goals for themselves