**Incident & Problem Manager**

**Closing Date:** Thursday 20th May 2021

**Location:** Sheffield, Birmingham, Nottingham, Glasgow, London  (We are currently working remotely. You will be allocated a base and once restrictions are lifted there may be some travel required)
**Salary Range:** London £30,845, National £24,002
**Interviews:** w/c 7th June 2021

**The Role**
We're recruiting for a **Incident & Problem Manager** here at [MoJ Digital & Technology](#), to be part of our warm and collaborative Security, Privacy & Live Services team.

**The Role**

This opportunity will be for an enthusiastic and talented Incident Manager who will contribute to the delivery of a high-quality Major Incident Management process to be consistently delivered across the MoJ Estate. This includes diverse portfolios such as MoJ HQ, LAA, HMPPS, HMCTS. The Incident Manager will possess a passion for solving technical problems, and take pride in knowing that they contribute to improving the quality of service for our end users and the public.

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. You will ensure that the Authority meets its contractual obligations as a SIAM provider to third party providers and establish an appropriate governance structure to underpin this.

To help picture your life at [MoJ D&T](#) please take a look at our [blog](#) and our [Digital & Technology strategy.](#)

Responsibilities will include:

- Operating and maintaining the Incident management process and governance framework.
- Ability to manage the resolution of complex issues with internal and external teams to drive incidents to resolution.
- Communicate incident status, resolution and business impact to internal and external stakeholders.
- Supports (ELS) Early Live Support, ensuring release processes for onboarding are followed and integrated. Developing knowledge management articles to be available in readiness for new services.
- Ability to foster internal relationships in order to organise incident resolution efforts as quickly and smoothly as possible.
- Proactively liaising with partner ITSM functions ensure all business issues, where appropriate, are managed effectively.

- Gather data and generate reports within ITSM tool to provide trending of major incidents. Promoting best practice, producing knowledge articles or self-help guides to prevent re-occurance and drive root cause analysis.
- Ensuring all MoJ suppliers are adhering to all SLA's and KPI's through quality and reporting checks.
- Responsible for participating in implementing continual improvements for escalation, conducting reviews into effectiveness and managing a continual service improvement log.
- Utilising information Technology infrastructure Library (ITIL) V3 framework/best practices.

If this feels like an exciting challenge, something you are enthusiastic about, and want to join our team please read on and apply!

This is a **MoJ Band C** role with a salary of **London £30,845, National £24,002** plus great benefits:

- 37 hours per week and flexible working options including working from home, working part-time, job sharing, or working compressed hours.
- We are committed to nurturing our staff and provide lots of training and development opportunities with learning platforms such as: Linux Academy, O'Reilly, Pluralsight, Microsoft Learning, Civil Service Learning, GDS Academy, etc.
- 10% dedicated time to learning and development with a budget of £1000 a year per person
- Generous civil service pension based on defined benefit scheme, with employer contributions of 26-30% depending on salary.
- 25 days leave (plus bank holidays) and 1 privilege day usually taken around the Queens' birthday. 5 additional days of leave once you have reached 5 years of service.
- Compassionate maternity, adoption, and shared parental leave policies, with up to 26 weeks leave at full pay, 13 weeks with partial pay, and 13 weeks further leave. And maternity support/paternity leave at full pay for 2 weeks, too!
- Wellbeing support including access to the Calm app.
- Nurturing professional and interpersonal networks including those for Careers & Childcare, Gender Equality, PROUD and SPIRIT
- Bike loans up to £2500 and secure bike parking (subject to availability and location)
- Season ticket loans, childcare vouchers and eye-care vouchers.
- 5 days volunteering paid leave.
- Free membership to BCS, the Chartered Institute for IT.
- Some offices may have a subsidised onsite Gym.

**Person Specification**

**Essential capabilities**

- **Community collaboration** - Contributes to the work of the community, building successful teams through understanding team styles and influencing as well as motivating team members. Gives and receives constructive feedback, facilitating the feedback loop. Facilitates conflict resolution within teams, ensures the team is transparent and that the work is understood externally. Able to help teams maintain a focus on delivery while being aware of the importance of professional development.
- **Change management** - Able to manage changes to service, configuration items, organisational change, supplier change and associated documentation. Able to request changes due to incidents or problems to provide effective control and reduction of risk to the security performance and availability. Ensures compliance of the business services impacted by the change. Understands policy, principles and approach. Applies understanding and knowledge in project or programme activities. Develops experience in the use of key change management tools and processes.
- **Ownership and initiative** - Takes ownership of problems and proactively resolves technical problems, ensuring that technical solutions continue to meet business requirements. Takes full accountability for actions taken and decisions made.
- **Incident management** - Co-ordinates the response to incident reports, ensuring relevant prioritisation and detail to allow effective investigation. Identifies the correct procedures or channels for resolution and monitors resolution activity and progress updates to customers. Understands key change management tools and processes.
- **Service focus** - Maintains focus on the whole life of service delivery - designs, develops, delivers and operates. Ensures that a set of IT products, suppliers and vendors come together to deliver an IT service.
- **Problem management** - Understands and identifies problems, analysing and helping to identify the appropriate solution. Is able to classify and prioritise problems, document their causes and implement remedies.
- **Understanding of service management framework** - Has an in-depth understanding of Service Management Framework principles and processes and the ability to apply the technical knowledge in project or programme activities.
- **User focus** - Understands users and can identify who they are and what their needs are based on evidence. Able to translate user stories and propose design approaches or services to meet these needs and engage in meaningful interactions and relationships with users. Puts users first and can manage competing priorities

**Desirable Skills**

- Asset and configuration management
- Broad technical understanding
- Availability and capacity management
- Continuity management
- Continual service improvement
- ITIL

**How to Apply**

Candidates must submit **a current CV** and **Statement of Suitability (750 words)** which describes how you meet the requirements set out in the Person Specification above.

In D&T, we recruit using a combination of the Digital, Data and Technology Capability and Success Profiles Frameworks. We will assess your Experience, Technical Skills and the following Behaviours during the assessment process:

The behaviours we are assessing for this role are:

- **Working Together**
- **Managing a Quality Service**
- **Making Effective Decisions**
- **Delivery at Pace**

Your application will be reviewed and sifted against the Person Specification above by a diverse panel.

Successful candidates who meet the required standard will then be invited to a 1-hour panel interview held via video conference.

Should we receive a high volume of applications, a pre-sift based on your Experience skills will be conducted prior to the sift.

**Further Information**
Please review the following Terms & Conditions which set out the way we recruit and provide further information related to the role.

If you have any questions please feel free to contact recruitment@digital.justice.gov.uk