

Role Profile

Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Problem Manager
Grade	PS11	Reports to (role title)	Operations Delivery Manager
		Directorate	Business Services - Orbis
JE Band	439-518	Service	IT & Digital
		Team	Customer and Partnerships
		Date Role Profile was created	Oct-17

Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

Role Purpose including key outputs	To prevent IT Problems and to eliminate recurring incidents and to minimize the impact of IT incidents that cannot be prevented. This role contributes to the provision and support of Orbis Operations Delivery processes which are critical in support of IT services and overall responsibility of the Problem management process. The role needs to maintain a full knowledge of these processes and a good understanding of the business impact on Orbis partners. It has responsibility for the overall ownership and management of allocated work, including Problem Management, Change Management, chairing meetings, documentation, reporting and appropriate escalation. Lead and manage the IT Problem Resolution process and be responsible for the efficient use of the resources. To ensure quality control of these services thereby maintaining high levels of customer satisfaction through reviewing Incidents and IT Problems to improve services. The Problem Manager should aim to prevent IT Problems and resulting incidents from occurring and to eliminate recurring incidents in order to minimize the impact of incidents that cannot be prevented. This should include diagnosing the causes of incidents. Responsible for developing and maintaining the Problem Management process along with the production of management information working alongside the Continual Service Improvement Manager. Be responsible for monitoring the effectiveness of error control and making recommendations for improving this process, constantly reviewing the known error database and looking for permanent long term cost effective solutions for known errors. Proactively investigating Problems, according to impact, through to resolution or error identification and in turn raising requests for Change (RFCs) to clear errors. Identifying trends and potential Problem sources by reviewing Incident and Problem analysis to prevent the replication of Problems across multiple systems. Work closely with the Service Hub Managers to ensure effective resolution of IT Problems, providing appropriate information and support to enable swift resolution of Problems and to ultimately to drive down repeated incidents.
Work Context	IT & Digital is a service within the Orbis partnership, providing technology and business change support to Surrey County Council, East Sussex County Council and Brighton & Hove Council. This role is part of Customer and Partnerships within the Orbis IT & Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role will require frequent travel across the Orbis geography. The customers and stakeholders for this role include staff across East Sussex County Council, Surrey County Council and Brighton and Hove City Council.
Line management responsibility if applicable	None
Budget responsibility if applicable	None

Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured. • Lead major projects and reviews within a defined area of work to optimise and enhance service delivery. Policy & Compliance • Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives. • Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks. People and partnerships • Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service. • Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised. • Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies. Resources • Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance. • Monitor, analyse and manage delegated budgets, funding and resources in accordance with council policies and procedures. Analysis, Reporting & Documentation • Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making. • Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May be required legislatively to maintain a professional qualification or competency. • Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Excellent understanding of subject matter, principles and practices relevant to technical area. • Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes. • Extensive knowledge of principles, practices, and procedures relating to business planning and financial management • Ability to collate, monitor and interpret a range of data. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems • Proven written and oral communication with the ability to influence and work in collaboration with others. • Excellent management skills with proven experience motivating, coaching, mentoring and developing staff. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills with the capacity to devise and implement innovative solutions.

Details of the specific qualifications and/or experience if required for the role in line with the above description	ITIL Foundation Considerable experience of delivering business improvements and new ways of working. Significant experience of managing a problem management function. Expert knowledge of problem management Experience of getting teams working together to deliver improvements and enhance customer experience.
Role Summary	Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.
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