Problem Manager

Permanent or FTC role (role profile will be the same, individual posts will be confirmed as one or the other), based in Kingston and Sutton

Grade I

Shared Digital & IT Service

Digital and IT is a shared service between Kingston and Sutton Councils providing digital and technology services to both Councils as well as a number of arm's length companies. These companies are all different - in size, their customer groups and their aims. Digital & IT needs to ensure that it is able to deliver against all their organisational priorities through the use of a flexible service delivery model.

Many of the organisations we serve have already undergone significant digital and technological transformation. Digital and IT is committed to delivering great public services that are not only highly effective but also easily accessible. We've championed the digitisation of services as well as adopting a 'mobile first' model to ensure that this commitment is fulfilled. There continues to be great opportunity to revolutionise the way we deliver key services.

Role purpose

The Councils are focused on delivering the best possible outcomes for their communities. To do this we need managers who thrive in a networked organisation and who can provide strong operational leadership.

There are a number of roles across the department at Grade K, J or I that are designated as Lead or Manager.These roles have a dual purpose in that they are expected to have specialist knowledge and skill within their own area and also play an active part in the operational management of their team. They will do this by:
- Understanding and supporting the Digital Strategy
- Working with their line manager and other leads/managers within the team to manage the team workload
- Directly managing a small number of reports and/or managing a virtual team working on a specific task or project
- Managing other resources such as physical or logical technology/software and vendor services
- Providing appropriate analysis and reporting within their area of expertise
- Coaching less senior members of the team both professionally and technically
- Acting as a lead across the department and the wider customer base in promoting, communicating and developing their area of expertise
- Seeking opportunities for innovation and collaboration
- Demonstrating the culture and values on a day-to-day basis.

All Lead and Manager postholders (at grades I, J and K) are expected to be able to deputise for their line manager (typically an L or M grade).

The role reports directly to the Digital Customer Support Manager and is responsible for identifying, analysing, prioritising and managing problems through to resolution.

Its main purpose is to:

- Own, manage and develop the Problem Management process
- Reduce the operational, cost and customer impact caused by Problems or potential Problems and demonstrate that this reduction is being achieved through the Problem Management process
- Proactively identify Problems or potential problems through leading or trailing indicators. Determine and initiate preventative measures, such as identifying and investigating suspect software and other components
- Analyse Incidents and Problems to show trends and potential problem areas
- Categorise and prioritise Problems and generate work packages to track their progress and assign relevant resources against
- Manage the delivery of a permanent resolution or appropriate workaround to Problems, ensuring that action is taken to investigate and resolve them with minimal downtime to systems and services
- Think beyond the fix of any given Problem to identify similar symptoms or patterns that could be proactively fixed
- Create a Known Error record for any open Problems, including those which have workarounds but not a permanent fix
- Track and report upon Problems, ensuring they are fully documented within the configuration management defect/problem reporting system
- Maintain up to date information on major Problem resolution and communicate it appropriately
- Be responsible for the Major Incident Review process and follow-on actions, including Lessons Learned
- Support service level management on reporting against Problem targets in line with Service Level Agreements
- Work with the Digital Customer Support Team to match unresolved Incidents against existing Problems and Known Errors
- Ensure that Problems and Known Errors in systems and services being brought into operation are understood and managed in the same way as those arising from operational Incidents
- Work within the ITIL framework, ensuring that the Problem Management function interacts appropriately with the other ITIL functions (such as Incident, Change, Knowledge Management).

Key activities

Leadership
- Provides inspirational and constructive leadership to ensure high performance within a networked operating model
- Facilitates change and innovation, building a team culture that encourages innovative, smart and collaborative working
- Listens to, and works with colleagues to develop team goals in line with corporate strategy, and influences and motivates others to achieve this

Commissioning and Performance Management
- Commissions services and activities to secure the best outcomes for service users and deliver optimum value for money, in line with the Council's commissioning and contract management frameworks
- Translates internal and external intelligence in order to continually adapt and improve the services in line with demand
- Manages the performance of the team, working with colleagues to define outcomes, set targets and monitor performance, within a culture of continual improvement

- Develops operational plans to ensure that the resources within the teams are used to best effect and impact
- Ensures that the best use is made of financial resources and achieves balanced budgets and income and savings targets, as required.

Customers and Partners
- Builds strong working partnerships across the public, private and voluntary sectors to enable the service to be delivered in an outcome-focused and efficient way
- Promotes community cohesion and the Councils commitment to valuing diversity, ensuring the development and implementation of effective social inclusion

Digital/New Ways of Working
- Continually looks for ways to improve and modernise our service to customers, including developing and implementing digital/automated processes and eliminating paper wherever possible.
- Champions the use of new technologies, particularly Google, to enable modern working practices to thrive.

Equality and Diversity
- Embeds equity, equality, fairness and diversity into all aspects of team management and service delivery

Corporate responsibilities

The Councils requires managers to undertake and support a range of important corporate responsibilities including:

- GDPR
- Election duties
- Emergency planning and business continuity
- Engagement & Collaboration
- Health and Safety
- Safeguarding – protection of vulnerable adults and children
- Volunteering/social impact
- Complaints handling and investigation

NB. The requirements of this post could include attending meetings and other events outside normal hours as expected with a post of this nature and the postholder will need to manage their work life balance flexibly to meet the needs of the role.

The person

In order to successfully deliver the responsibilities of the role, you will need to:
- Have strong leadership skills, modelling a performance culture and constructively building achievement, confidence and skills in others
- Question and challenge conventional thinking, with a continual eye on the bigger picture in terms of the corporate context and external environment
- Role model agility and adaptability in mindset and ways of working
- Work successfully with key stakeholders including Members, residents, businesses, communities, partner organisations and other public services
- Demonstrate commitment to own personal and professional development to meet the changing demands of the role
- Demonstrate a high level of innovation and creativity.

Experience
- A track record of taking problems through to resolution in a systematic and cost effective manner
- Experience with the use of service management tools for the recording, progressing and reporting of problems and incidents.
- Extensive experience of investigating and analysing problems to determine the root cause, and of researching, recommending, planning, documenting and implementing remedies.
- Use of reporting tools to extract data and analyse results.
- A strong broad knowledge of the complete IT ecosystem (hardware, databases, local area networks, operating systems, etc) and an extensive range of IT applications and service processes used within organisations
- Familiar with the use of everyday desktop software.
- Proficiency with using Configuration Management for the precise control over IT assets
- Excellent working knowledge and a champion of ITIL practices.
- A general awareness of software development and systems integration.
- Familiarity with the software development lifecycle

Our Values

Being an enabling council is a key principle that runs through our organisational development and is embedded in everything we do. Underpinning this are the following values:

Innovative:
- Promote a culture that encourages creativity
- Embrace new ideas and ways of working
- Ambitious to push the boundaries to realise potential

Open:
- Respect and recognition - everyone has a voice that is heard and we are all valued
- Collaborative - working together with new and existing partners
- Empowering staff and residents to encourage informed decision-making
- Inspire trust by acting with integrity in all we do

Smart:
- Commercial acumen to find solutions and best value
- Agile working
- Customer driven, listening and responding to consistently deliver excellence

Digital & IT Behaviours

In Digital and ICT, we want to encourage behaviours that support the values of both of our Councils.

- Within teams and across the broader Digital and ICT department, we'll be expecting more senior team members to play an active part in developing, mentoring and buddying the less senior members of the team, even if they do not have direct line management responsibility for them. This way, we aim to build a high-performing and flexible team that supports one another and is able to deliver both ongoing service and transformational change for Digital and ICT customers and communities.
- All team members have the opportunity to develop and display leadership qualities by taking ownership of the work they do and being committed and present in their interactions with other team members and with our customers
- We expect every member of staff to invest in their own personal development and breadth of experience and capability. This is not achieved purely through formal training courses but also by getting involved, being inquisitive, challenging yourself and seeking out other opportunities to learn and to stay up-to-date with technology and business direction
- We have the responsibility of digitally enabling our Councils and communities - so every team member should be an ambassador for our solutions and technologies, whether or not they are in a technical role. We need to set the example by using our digital capabilities and facilities in full and with our customers so that they are inspired by what technology could do for them.