Role Profile

Role Title	Service Owner x 8 (Government Relationships, London Services, Hosting, Secure Mobility Management, Professional Services, Shared Operations, Digital Services, Business Management)
Business group and team	GDT – Operations
Job Purpose Overview	A service owner is accountable for the quality of their service. They adopt a portfolio view, managing end-to-end services which include multiple products. They operate at scale and provide the connection between multidisciplinary business areas and stakeholders.

Service owners make sure the necessary business processes are followed and participate in the governance of the service, including acting as a point of escalation for the product teams. They own the budget and allocate funding to areas of the service based on their decisions about priorities.

You will understand agile methodology including how to apply the agile mindset to all aspects of work. Demonstrating the ability to work in a fast paced, evolving environment and utilises an iterative method and flexible approach to enable rapid delivery. Unafraid to question, take risks, willing to learn from mistakes you will appreciate the importance of agile project delivery for digital projects in government.

Communicating the benefits and performance of their service, and are ultimately responsible for the successful operation and continuous improvement of the service.

They will:

- Create a vision for the service and ensure alignment of the products within that service to the GDT technical roadmap, vision and strategy, ensuring that it is based on the understanding of user needs.

- Help the product teams build the right things in the right order by ensuring they are developing and prioritising product roadmaps and backlogs.

- Engaging senior stakeholders and customers as required and users to ensure they are clear on the benefits of the products and that their feedback is being used to inform ongoing improvements. This will be evidenced in your service advocacy scores.

- Responsible for the revenue the service generates and work closely with their product owners, and the Customer Relationship teams to continually optimise and grow their Service revenues. |

	- In collaboration with the GDT Customer Relationship teams promote the growth of the service, representing products (that form the service) across government, and assisting colleagues across the civil service who want to use to improve the user experience of their services and reduce their running costs.
	- Across a portfolio of products they will work with customer teams and other Service Owners to achieve successful integration with their products, manage relationships and maintain regulatory compliance.
	- Manage the costs of the service, and the product teams and make sure they are fully recovered from the revenue the service generates.
	- Manage the product portfolio service levels and availability to achieve the standards set.
	- Have a portfolio of exciting products that are relevant to every government department in the UK and globally.
	- Have an opportunity to lead committed and talented product teams who share a passion for making government better.
	We're looking for someone who's experienced in the digital transformation of organisations, not someone who's content to maintain the status quo.
	The Service Owner we are looking for will be guided by the fundamental principles of putting user needs first, focusing on delivery and outcomes over process, and being open and transparent.
	This role is based in Hanslope Park or London
Organisational position	
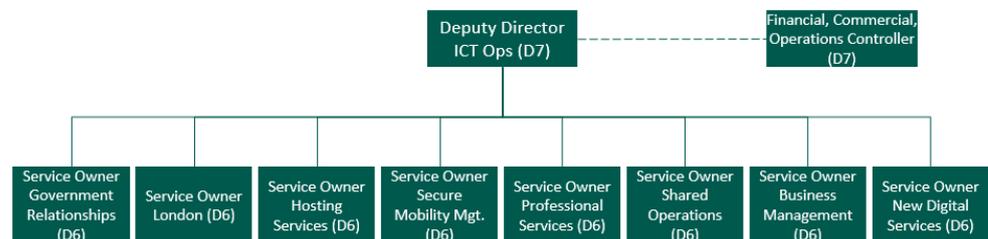
Date Updated	4 July 2019		Updated By	L.A
Current / Applied Grade	**N/A**	**Job evaluation date**	August 18	**Confirmed grade**	D6

JOB RESPONSIBILITIES

- Accountable for the production of the roadmap and plan for their service.
- Accountable for leading and managing product owners and their teams in line with civil service and FCO Service policies to deliver and run a portfolio of products and iteratively improve them through continuous delivery cycles.
- Accountable for developing an expert understanding of the users' needs and championing these in the development and delivery of your service.
- Accountable for ensuring the service vision is clearly defined in the business strategy and technical roadmap for GDT.
- Accountable for ensuring your product owners gather, analyse and use user insight and performance data to design and continually improve your products to ensure responsiveness to changing needs and technical developments.
- Accountable for managing the expectations of customers, sometimes with conflicting needs and demands, engaging with senior stakeholders, and developing a pipeline of customer adoption across your product portfolio.
- Accountable for setting and achieving measurable goals for your product portfolio covering at a minimum:
  - Profitability
  - Delivery against the product roadmap
  - Service levels and availability
  - Product advocacy scores
  - Costs
  - Product risks

  and report against these to demonstrate progress against stated objectives.
- Accountable for ensuring the service meets the Digital Service Standard and applies principles that help to maximise value and ensure a good user experience.
- Play an active role in the Service Owner community sharing your learning and celebrating progress made by other people and teams.
- Accountable for ensuring that the Product Owners and teams follow the FCO Services, and GDT policies.
- Demonstrates and lives the FCO Services values and behaviours.
- Forms a key role on the ICT operations senior management team.
- Supports the Deputy Director of ICT operations in implementing the GDT IT Strategy.
- Accountable for ensuring that the marketing material for their service remains up to date and relevant.
- Accountable for providing examples of the service benefits to the Deputy Director ICT Operations for use in the annual report.
- Responsible for ensuring collaboration with FCO Services Business Development, and ETD, to ensure product and services assured and taken to relevant FCO Services boards in a timely manner.
- Responsible for ensuring collaboration with the customer relationship management team to ensure services are clearly understood in order to facilitate discussions with customers.
- Accountable for the validation of accurate financial reporting of the service on a monthly and quarterly basis in line with FCO Services financial processes.
- Accountable for controlling costs of the service.
- Accountable for ensuring compliance with personal and line management health and safety responsibilities.
- Accountable for the service meeting the SLA and KPI's in place for customers.

KNOWLEDGE & KEY SKILLS

This role should demonstrate knowledge and skills at SFIA level 6.

A knowledge of agile working and how to promote this within teams.
Experience in financial management.
Experience of operating a strategic level in ownership of products and services.

Knowledge required of the Digital Data and Technology Profession Framework (DDaT Skills Levels) for the Service Owner role:

https://www.gov.uk/government/publications/service-owner-role-skill-levels/service-owner-role-skill-levels

Skill	Skill level
Agile working	Expert
Financial ownership	Expert
Lifecycle perspective	Practitioner
Operational management	Expert
Problem ownership	Expert
Strategic ownership	Expert
User focus	Expert

Essential (Professional Qualifications and Accreditation):

- A Levels / AS Level / NVQ Level 3 / Access to Higher Education Diploma / Advanced Apprenticeships. Preferably in a Computer Science, Computer Systems, Networking / Digital Data Communication or Science, Technology, Engineering or Mathematics (STEM) subjects or relevant job experience.
- Agile Methodologies Foundation, BCS Agile Foundation Certificate or equivalent accreditation or relevant job experience.

Desirable: Digital Data and Technology Profession Framework (DDaT Skills Levels):

https://www.gov.uk/government/publications/service-owner-role-skill-levels/service-owner-role-skill-levels

Skill	Skill level
DDaT perspective	Practitioner
Product ownership	Working

Desirable (Professional Qualifications and Accreditation):

- ITIL Expert Accredited. (for Hosting, London, Professional Services and Shared Operations)
- ITIL Accredited.
- BCS Chartered IT Professional. (Hosting, London and Secure Mobility Management)
- TOGAF Enterprise Architecture Certified (Hosting, London and Secure Mobility Management)
- Cisco CCNP Accredited (Hosting, London and Secure Mobility Management)
- Disaster Recovery Expert accredited (Hosting, London and Secure Mobility Management)

CORE COMPETENCES

Top for job:
- Leading and Communicating
- Collaborating and Partnering
- Delivering at Pace
- Delivering Value for Money
- Seeing the Big Picture

CRITICAL SUCCESS FACTORS

Success measured and evidenced by delivery against stated goals and objectives covering at a minimum:
- Delivery of a service roadmap, that aligns to the GDT technical roadmap and overarching strategy.
- Accurate financials are validated monthly and quarterly in line with FCO Services financial processes.
- Service delivery meet customers SLA's and KPI's.
- The service is managed within the cost budget, and risks identified and mitigated.
- Increase in customer satisfaction scores.
- 1-2-1 with direct reports are held monthly and PDR reviews completed on time (unless authorised exceptions)
- Talent management discussions are regular, development needs of direct reports are understood and plans are in place to help achieve this.
- Increase of staff engagement scores for your service.
- Visible leadership of the product teams for your service.
- Actively participates as a senior member of the management team to collaborate and drive forward the business plan for ICT Operations.
- The service maintains profitability and any exceptions are raised immediately to the Deputy Director ICT Ops.

Budget Responsibility? Y	**If YES, how much:** Cost Budget up to £14m. Delegated revenue authority up to £1m per annum.	**If NO can they authorise payments?** Y / N
Reports to: **(Role Title and Grade)**	Deputy Director ICT Ops	
Direct Reports: **(Number and grades of staff)**	Product owners/managers within the service, this could vary in number per service up to 11 direct reports.	