# Job Description:
# Technical Operations Manager

**sodexo**
QUALITY OF LIFE SERVICES

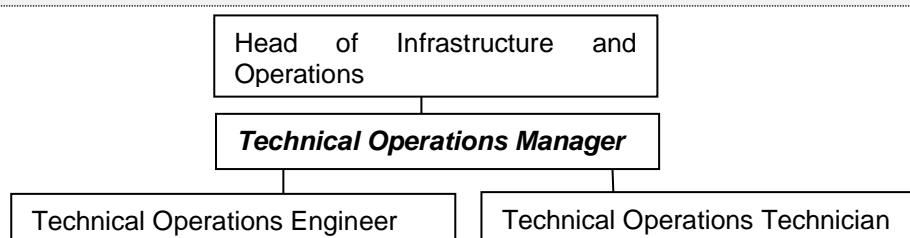| | |
|---|---|
| Function: | Sodexo Justice Services |
| Position: | **Technical Operations Manager** |
| Job holder: | |
| Date (in job since): | |
| Immediate manager (N+1 Job title and name): | *Andrew Manning*, Head of Infrastructure and Operations |
| Additional reporting line to: | Facilities Manager |
| Position location: | HMP Addiewell |

## 1. Purpose of the Job – State concisely the aim of the job.

- Develop and propose changes to enhance the delivery of services to customers of the Sodexo UK&ROI, SodexoGov, Education and Healthcare networks.
- Manage the local IT team, delivering support to customers for the Information, communication and security Systems, and support day to day operations.
- To support the delivery of Security controls for ISO27001 and Protectively marked systems and tools and, where appropriate, acquire audit evidence

## 2. Dimensions – Point out the main figures / indicators to give some insight on the "volumes" managed by the position and/or the activity of the Department.

| Revenue FY13: | €tbc | EBIT growth: | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc |
|---|---|---|---|---|---|---|---|---|---|
| | | EBIT margin: | tbc | | | | | | |
| | | Net income growth: | tbc | | | Outsourcing growth rate: | n/a | HR in Region | tbc |
| | | Cash conversion: | tbc | | | | | | |

| Characteristics | • Financial: Responsible for local site IT budget £150 - £250,000pa<br>• Staff: Line management responsibility for 2 members of IT staff<br>• Other: 300 local customers and 3500 across the entire estate, one week in every 5 spent on call to provide 24-7 cover. Occasional travel across the UK as necessary |
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## 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated.

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          Head of Infrastructure and
                Operations
                    |
        Technical Operations Manager
          |                        |
Technical Operations Engineer    Technical Operations Technician
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**4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to.

- Prioritisation and management of incidents is key to this position
- All networks must be managed in line with relevant IS&T Security and information assurance standards including but not limited to ISO27001, GDPR, MoJ & SPS accreditation
- Adherence to the Sodexo IS&T policies and procedures is essential
- Management of all project work to agreed project process controlling costs and time lines is key

**5. Main assignments** – Indicate the main activities / duties to be conducted in the job.

- Management of all site incidents, ensuring all they are either resolved or escalated as appropriate.
- Ensures the site is covered within normal operating hours by managing the local IT team effectively
- Ensures Team members have solid development plans and that these are realised
- Completes team member EPA's and PDR's to defined times and quality
- Management of all relevant projects to agreed timescales and costs
- Support of all ICT systems on site, including but not limited to; SJS, education and healthcare networks. CCTV, Cell Call and alarm systems and telephone system
- Responsible for gathering and maintaining all information required for certifications e.g. ISO27001, MOJ/SPS accreditation
- Assists in the solving of business problems by providing detailed advice and guidance to all levels of customers in the expert use of systems, products and services available to them; demonstrates ingenuity in applying knowledge to complex and non-standard situations
- Regularly monitors incidents, status and speed of resolution of enquiries and problems; is pro-active in devising improvements and recommending changes to systems, products or services
- Responsible for the management of all resources necessary to provide secure reliable ICT systems within the site.
- Responsible for the production of all site documentation, network diagrams, system documentation, DR plans and BCP information.
- Acts as 2/3rd line support for any issues which can't be resolved by the Technical Operations technicians or engineers

**6. Accountabilities** – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities.

- Incidents are monitored and managed within determined SLA
- All relevant documentation produced and maintained
- A high level of availability is maintained for all ICT services on site
- KPIs are accurate and targets are achieved
- Incidents and requests are effectively documented to ensure fully visibility of status
- Customer requirements from the field are brought into planning and strategy roadmaps
- Projects are run to agreed timescales

**7. Person Specification** – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively

- Minimum, ITIL Foundation certification
- Excellent customer facing skills and a passion for support
- Logical and Analytical approach to fault finding/elimination
- Knowledge of operating in environments which process and store protectively marked information.
- A minimum of 3 years experience of working in a Support/Service environment
- SC cleared or able to obtain clearance
- Ability to work outside normal office hours as dictated by projects/incidents
- Basic understanding of networking principles WAN and hands on knowledge for LAN
- Knowledge of information assurance & data protection legislation (e.g. GDPR)
- PRINCE2, Agile or other project management qualification advantageous
- Microsoft certifications at Associate level or above in the administration learning path advantageous

**8. Competencies** – Indicate which of the Sodexo core competencies and any professional competencies that the role requires

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|---|
| ▪ Growth, Client and Customer Satisfaction, Quality of Services Provided |
| ▪ Rigorous Management of Results |
| ▪ Leadership and People Management |
| ▪ Innovation and Change |
| ▪ Focusing on client and customer |
| ▪ Strategy and Implementation |
| ▪ Delivering Stretched results |
| ▪ Business and financial acumen |
| ▪ Building people competitiveness |
| ▪ Leading for excellence |
| ▪ Intellectual agility and eagerness to learn |
| ▪ Personal and influencing skills |
| ▪ Driving for change |

**9. Management Approval** – To be completed by document owner

| Version | 1.2 | Date | 18-01-2022 |
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| Document Owner | Andrew Manning | | |