

United Kingdom Jobs Expertini®

Head of Service Management

[Apply Now](#)

Company: Livestock Information

Location: United Kingdom

Category: other-general

Do you have proven experience of successful Service Management Delivery within an Azure environment?

Can you thrive in fast paced and evolving work environment?

Are you a certified ITIL V3 Expert, V4 Managing Professional or ISO 20000 Practitioner?

If so, we'd love to hear from you!

At Livestock Information (LI) Ltd, our mission is to be an outstanding service provider of livestock data, empowering government, industry, and farmers to effectively manage disease and infection control, whilst enhancing productivity and innovation in agriculture. To achieve this, we need great people, who share in our values.

As the Head of Service Management at LI, you will lead our IT Service Management (ITSM) practices, ensuring alignment with ITIL V4, ISO 20000, and ISO 27001 standards.

This pivotal role encompasses oversight of our Service Design, Service Transition, Continual Service Improvement (CSI), Live Support, and third-party vendor management.

You will act as a strategic leader, ensuring that IT services are designed, transitioned, managed, improved, and secured in alignment with business objectives, industry best practices, and security standards, ensuring that all parties internal and external are delivering to their SLA and KPI agreements.

Responsibilities

The responsibilities of this role are listed below:

Strategic Leadership Developing and implementing a comprehensive ITSM strategy that aligns with ITIL V4, ISO 20000, and ISO 27001 standards, supporting the

organization's strategic goals.

Service Design & TransitionOverseeing the design and transition leads in the delivery of new and changed IT services, ensuring they meet both business needs and security requirements.

Continual Service Improvement (CSI)Supporting the CSI Manager in processes to identify and implement improvements across IT services, focusing on efficiency, effectiveness, customer satisfaction, and security enhancements.

Live Support Oversight Managing the Service Support Manager in the delivery of high-quality live support services, ensuring adherence to SLAs while maintaining compliance with security standards.

Third-Party Vendor ManagementOverseeing relationships with IT service suppliers, ensuring their services meet our quality and security standards in line with all contractual requirements.

Compliance & Standards - Ensuring ongoing compliance with ITIL V4, ISO 20000, and ISO 27001 standards, conducting and supporting regular audits and assessments to drive continuous improvement.

Stakeholder Management- Collaborating with business leaders, IT teams, external partners, and suppliers to align IT services with business and security expectations.

Team LeadershipLeading, mentoring, and developing the Service Management team, promoting a culture of excellence, innovation, and security awareness.

Requirements

We are looking for someone with:

Proven experience managing Service Management delivery within an Azure environment.

Certification at the level of ITIL V3 Expert, V4 Managing Professional or ISO 20000 Practitioner

Demonstrable experience of managing third-party vendors and ensuring their compliance with IT and security standards.

Extensive demonstrable experience of managing a team across the ITIL lifecycle

Excellent communication and collaboration skills.

Ability to work in a fast-paced, energetic environment.

Benefits

As an LI employee, you will be entitled to our company benefits which include:

Fully remote working set up

33 days annual leave, inclusive of Bank Holidays

4 x annual salary Life Assurance

Market leading pension through Legal & General

Enhanced Maternity leave

Excellent learning, training and, career development opportunities and funding

24/7 access to our Employee Assistance Programme

A diverse and inclusive culture where everyone is respected and valued

The salary for this role is £55,000 - £65,000.

Application and Interview Process

To apply for this role, you will need to submit a CV and answer some pre-screening questions.

The interview and assessment process for this role will involve a telephone interview with our Talent Team, followed by a first stage and a final stage interview. Interviews will be conducted either remotely via MS Teams or face to face.

If we need to make a reasonable adjustment so that you can complete your application, please contact us as soon as possible by emailing talent@livestockinformation.org.uk to discuss your needs.

Diversity statement

At Livestock Information, we value diversity and believe that every individual brings different strengths. We understand that not everyone may possess every single skill outlined in this job description, but if you believe you have a solid skill set that enables you to excel in this position then we really encourage you to apply.

Disclaimer

Livestock Information Ltd. cannot sponsor work visas at this time.

Livestock Information Ltd. Does not discriminate based on race, sex, colour, religion, age, national origin, marital status, disability, veteran status, genetic information, sexual orientation, gender identity or any other reason prohibited by law in provision of employment opportunities and benefits.

Livestock Information Ltd. Does not accept unsolicited CVs from any source other than directly from a candidate. Any unsolicited CV's not originating directly from a candidate and sent to Livestock Information Ltd or any Livestock Information Ltd employees, including unsolicited CVs sent to a Livestock Information Ltd mailing address or email address, are rejected. Livestock Information Ltd will NOT pay a fee for any placement resulting from the receipt of an unsolicited CV. Livestock Information Ltd considers any candidate for whom the recruiter has submitted an unsolicited CV referred by the company free of any fees.

[Apply Now](#)

Cross References and Citations:

1. [Head of Service Management Anyeventhire Jobs United KingdomAnyeventhire ↗](#)
2. [Head of Service Management UkjobopportunitiesJobs United Kingdom Ukjobopportunities ↗](#)
3. [Head of Service Management Canadajobscareer Jobs United Kingdom Canadajobscareer ↗](#)
4. [Head of Service Management Physiotherapistjobs Jobs United Kingdom Physiotherapistjobs ↗](#)
5. [Head of Service Management HollywoodjobsJobs United KingdomHollywoodjobs ↗](#)
6. [Head of Service Management Interiordesignjobs Jobs United Kingdom Interiordesignjobs ↗](#)
7. [Head of Service Management Pediatricjobsnearme Jobs United Kingdom Pediatricjobsnearme ↗](#)
8. [Head of Service Management CosmeticsjobsJobs United KingdomCosmeticsjobs ↗](#)

9. Head of Service Management ExpertiniJobs United KingdomExpertini ↗
10. Head of Service Management Thechatgptjobs Jobs United KingdomThechatgptjobs ↗
11. Head of Service Management Panamajobs Jobs United KingdomPanamajobs ↗
12. Head of Service Management Socialmediajobopportunities Jobs United Kingdom Socialmediajobopportunities ↗
13. Head of Service Management Pilotjobsnearme Jobs United Kingdom Pilotjobsnearme ↗
14. Head of Service Management Abudhabijobsearch Jobs United Kingdom Abudhabijobsearch ↗
15. Head of Service Management Romejobs Jobs United KingdomRomejobs ↗
16. Head of Service Management Healthcarejobsnearme Jobs United Kingdom Healthcarejobsnearme ↗
17. Head of Service Management Panamajobs Jobs United KingdomPanamajobs ↗
18. Head of Service Management Tutorjobs Jobs United KingdomTutorjobs ↗
19. Head of service management Jobs United kingdom ↗
20. AMP Version of Head of service management ↗
21. Head of service management United kingdom Jobs ↗
22. Head of service management JobsUnited kingdom ↗
23. Head of service management Job Search ↗
24. Head of service management Search ↗
25. Head of service management Find Jobs ↗

Source: <https://uk.expertini.com/jobs/job/head-of-service-management-united-kingdom-livestock-informatio-03aafb8738/>

Generated on: 2024-04-28 by Expertini.Com