* To be responsible for the development of Service Management processes and policies across ISS and working with the wider IT community to ensure the effective provision of support to those who use IT services at Lancaster.
* To develop and implement an IT Service Management strategy, setting the vision and strategy for ITSM, ensuring processes are owned, maturing and focused on delivering excellent customer service.
* To oversee the continuous development of the ISS Service Catalogue, working with others to ensure that new services are adequately documented and transitioned to service delivery.
* To monitor and report on the quality of support and service being provided to those who use services, using agreed KPIs or benchmarking statistics to ensure a culture of continuous improvement.
* To manage the delivery and operations of the ISS Service Desk team.