**Required experience, skills & abilities :**

1. Educated to degree level in an IT related subject, or professional experience working in a range of IT related roles providing a breadth of knowledge across IT specialisms **(Essential)**
2. Relevant experience in an IT Service Management (ITSM) leadership role, developing Service Management across a large and diverse organisation**(Essential)**
3. Detailed knowledge of IT Service Management methodologies and experience of managing key processes including request, incident and problem management**(Essential)**
4. Experience of leading, managing, motivating and coaching a service desk or service delivery team**(Essential)**
5. Experience of leading the development, and successful implementation, of highly responsive customer-centric IT services**(Desirable)**
6. Experience of analysing customer feedback and service desk data in order to develop metrics for ITSM oversight, and to make recommendations for service improvements**(Essential)**
7. An understanding of technology issues and the ability to explain technology related issues to a non-technical audience**(Essential)**
8. Experience of negotiating and influencing staff at different levels in order to effect change and improve the customer experience**(Desirable)**
9. Experience of using planning and organisational management tools, aligning the work of the team alongside the priorities and capacity of the organisation **(Desirable)**
10. Excellent written and verbal communications skills, with experience of producing written reports outlining rationale and the case for change in terms of service improvements, and ability to communicate with stakeholders at all levels.**(Essential)**
11. Proven experience of leading and managing the development of ITSM toolsets in response to business need for use across the organisation **(Essential)**
12. Knowledge of IT service provision within Higher Education **(Desirable)**
13. Qualification / Certification in IT Service Management **(Desirable)**
14. Successful completion of leadership and management development training **(Desirable)**
15. A history of personal development across IT services or specifically within IT Service Management, with a commitment to ongoing growth**(Essential)**