



Role description

Job title	Service Lead
Job family	Information Technology Management (ITM)
Job sub-family	Enterprise Service Management
Entry grade	AD06
Role summary	Manage the needs of the client and ensure that client expectations are met.
Standard role duties & responsibilities	Perform duties reserved only for the Temporary Agent contractual category. Responsible for the delivery of a reliable service at agreed service levels and at the right cost on a day-to-day basis; Build strategic customer relationships and act as a first central contact point with the business; Lead and analyse service issues, identify root causes and makes recommendations for improvements to the Service Senior Lead; Contribute to the tracking of vendor performance in line with established SQI's and ensure the service levels towards internal business owners; Monitor the quality and responsiveness of services being provided to clients based on the established measurement criteria; Lead and own the tracking of vendor performance in line with established SQI's and ensuring the service levels towards internal business owners; Define the scalable services that enable the operation of modern applications; Engage with end-users and subject matter experts to ensure the end-to-end relevance of provided solutions and services; Facilitate coordination meetings and seek clarification across teams to develop and deliver cross-departmental and cross-divisional products or services.
Role specific duties & responsibilities	The specific tasks of an individual job holder, linked to this role description, are further detailed and referenced in:



	activities of the organisational entity within which the job holder carries out those tasks; the set of annual performance and development objectives, which are established together with the reporting officer; the requirement to comply with SOPs, WINs, confidentiality undertaking and other documentation relevant to the role and its scope. These will be agreed upon with the reporting officer upon assuming duties.
Managing resources	Plan most daily work details within given priorities. May have a direct supervision of one or more people performing related work. Work may include a degree of planning and coordination, including small projects.
Communication and professional contacts	Required to regularly communicate (verbally and in writing) information, which requires careful explanation and interpretation, taking into account what to communicate and how best to convey the information. Writing and creating information that is specialist, sensitive, confidential, legal and/or regulatory in nature. Regular professional contacts with others inside and/or outside the Agency on functional matters. Solicits/gives information, provides advice/guidance and should use initiative. A likely requirement is to influence others' thinking and negotiate with various parties within own job responsibilities. Normally connected to the Agency's core business or a project.

Essential requirements Education Experience Skills & knowledge Certificates	Education
	A level of education which corresponds to completed university studies of at least three years attested by a diploma; <i>Field of study</i> n/a Experience 3 years from the time when a university degree was awarded on completion of a minimum of three years of study; Experience with business analysis or: Defining and structuring requirements or Writing user stories and acceptance criteria, or Designing mock-ups and wireframes or Prioritising the backlog and setting up/running working group meetings; Experience in designing, implementing and evaluating service level of agreements or similar frameworks; Experience in leading and managing a multi-disciplinary team including suppliers/vendors.

	Skills & Knowledge n/a Certificates n/a
Nice to have Education Experience Skills & knowledge Certificates	Education n/a
	Experience n/a
	Skills & Knowledge n/a
	Certificates n/a

Category	Competency	Proficiency level
Role competencies	Developing and applying innovative practices	Intermediate
	Managing change and transition	Intermediate
	Understanding business context	Intermediate
Sub-family competencies	IT Service management and service acceptance	Intermediate
	Continuous improvement	Intermediate
	Emerging technology monitoring	Intermediate
	Applied knowledge	Intermediate
Grade competencies	Adaptability and agility	Intermediate
	Analysing and problem solving	Intermediate
	Prioritising and organising	Intermediate
Core competencies	Ethics and integrity	Intermediate
	Communication	Intermediate
	Continuous learning and self-development	Intermediate
	Cross-cultural sensitivity	Intermediate

	Customer centricity	Intermediate
	Results orientation	Intermediate
	Team collaboration	Intermediate