

Role Profile and Person Specification

ROLE PROFILE

Role Title:	Service Design Analyst	Leadership stage:	1
JRN:	30750	Job family:	
Band:	Band 8	Location:	Agile
Allowances:	As per contract	Politically restricted:	No
Department:	Digital Policing	Vetting level:	RV
Reporting to:	Service Design & Quality Manager	Date published:	April 2024
Posts responsible for:	None		

Part A – Job Description

Overall purpose of the role:

Responsible for the design coordination of new services resulting from DP projects or significant changes to the existing live services. The role ensures all processes, activities and resources are effectively managed. Facilitating the creation of the Service Design Package (SDP), providing assurance that services meet or exceed the expected business needs and customer expectations, enabling successful transition.

Key responsibilities of the role:

1	Manage and support the Service Design process creation for DP projects introducing new or changed services. Ensuring the Service Design Package (SDP) is created and contains detailed core service information to support the transition into BAU live service.
2	Manage and design service modelling, leading workshops to establish the transactional flow, customer journey and experience to access and consume services, supported by clear and defined roles and responsibilities as part of the service RACI.
3	Manage and support the creation and maintenance of the Service Catalogue, ensure accurate and reliable information is available for all services within the Service Portfolio, across all stages of the service lifecycle.
4	Analyse, negotiate and agree the most appropriate Service Level Agreement (SLA), considering business needs to influence architectural, contractual and resourcing considerations, ensuring services are delivered as agreed and expected.
5	Analyse and design Service Continuity Management processes to ensure services can provide the minimum level of service, including contingency

Role Profile and Person Specification

	planning for the restoration of services, including defining Recovery Point Objectives (RPO) and Recovery Time Objectives (RTO).
6	Support the Technical Service Owner with the Supplier Management process, ensuring they have the required information and artefacts to deliver, maintain and improve services (including the Capex and Opex budget forecasts covering the life of the service).
7	Collaborate with key stakeholders to ensure services meet the required Capacity Management requirements, reflecting the current and future business requirements, reflecting key decisions in the SDP.
8	Guide, support and advise key stakeholders on all aspects of the Service Design process, championing, promoting and monitoring adherence across DP.
9	Manage, maintain and develop related policy, process, templates and standard documents to ensure they remain fit for purpose and are aligned to industry standards, in particular ITIL Service Design lifecycle.
10	Working alongside the Service Transition team, contribute to the acceptance of new or changed services into BAU live services, through the Service Transition process.
11	Present investigations and review findings to senior DP managers, highlighting issues, risks and lessons learned as part of Service Design. Make recommendations for change in order to improve performance and develop policy and process.

Part B – Scope of contacts

Internal / External relationships:

Internal:. Service Design and Quality Team, Service Transition and Improvement Team, Service Delivery Management Team, DP SMT, PMO – Force Transformation, Business Engagement Team, Information Management Dept, Information Security & Assurance Team, People Services, Finance Teams, Procurement Teams plus all business stakeholders.

External:.

Third Party Suppliers/Vendors/Partners, Other police forces, PDS (Police Digital Services).

Part C – Competencies and Values

Northumbria competencies and values framework (NCVF)

Role Profile and Person Specification

Part D – Continuous Professional Development (CPD) role 6 months	
First 6 months	
1	
2	
3	
4	
12 months and beyond	
5	
6	
7	
8	

Part E - PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Certification of ITIL v4 Foundation, or ITIL v3, preferably with Service Design</p> <p>Strong knowledge and experience of Service Design/Service Architecture</p> <p>Experience of developing, implementing and establishing processes preferably in Service Design</p> <p>Good understanding of Service Transition to create robust Service Design Package documentation</p>	<p>Service Design Intermediate/Managing Professional ITIL v3/v4</p> <p>Degree level qualification</p> <p>Knowledge of Agile and Waterfall project methodologies</p> <p>Prince 2 foundation or equivalent experience</p> <p>Good understanding of Service Management processes and procedures</p>	Application/interview/CPD

Role Profile and Person Specification

	<p>Awareness of and exposure to ITIL Change & Configuration Management</p> <p>Demonstrable experience of working with project teams to achieve defined outcomes, operating in a matrix management environment.</p>		
Planning and organising	<p>Ability to understand and translate stakeholder requirements and correctly identify the service, urgency, impact, and priority,</p> <p>Ability to work under own initiative to plan, prioritise and coordinate all Service Design activities.</p> <p>Experience of documenting process and procedures and ensuring standards remain fit for purpose.</p>	Demonstrates a positive & can-do attitude – tackling problems and challenges head on to ensure successful delivery of Service Design	Application/interview/ CPD
Problem solving and initiative	<p>Demonstrable knowledge and experience of identifying solutions to fix difficult or complex issues</p> <p>Experience of assessing and initiating plans independently ahead of instruction</p> <p>Service focus - Ability to view services from an end-to-end viewpoint and investigate how to get the best of underlying services</p> <p>Highly motivated and self-reliant with a personal drive for continuous development and demonstrates a strong customer service ethos</p>	<p>Experience in designing and modifying processes or systems to deliver improvements to business processes</p> <p>Ability to react and make assessment of information available to make timely & informed decisions.</p> <p>Considering other programmes of work</p>	Application/interview/ CPD

Role Profile and Person Specification

Management and teamwork	<p>Identify and proactively manage relationships and expectations of the business between DP run teams, project team and any other stakeholders during the development of service models in preparation for service transition</p> <p>Experience working with multiple stakeholders at varying levels</p> <p>Excellent people skills and an ability to motivate colleagues</p>	<p>Ability to facilitate workshops and meetings and manage any conflicts to an acceptable resolution.</p>	<p>Application/interview/CPD</p>
Communicating and influencing	<p>Good interpersonal and stakeholder management skills, with strong critical thinking and attention to detail.</p> <p>Good ability to support and influence as an when required, applying technical knowledge and logical thinking.</p> <p>Articulate with excellent written and verbal communication skills.</p> <p>Good presentation skills with the ability to present and adapt to both senior internal and external stakeholders.</p> <p>Ability to foster and maintain successful working relationships with internal and external stakeholders</p>		<p>Application/interview/CPD</p>

Role Profile and Person Specification

Other skills and behaviours	Experience of third-party supplier management, monitoring and managing interactions with external parties.		Application/interview/ CPD
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