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| <b>Job Title</b>                          | Major Incident Manager   |
| <b>Department</b>                         | Service Management Office  |
| <b>Location</b>                           | Sheffield/Nottingham   |
| <b>Reports to</b>                         | Major Incident Manager Lead  |
| <b>Staff Responsibility</b>               | N/A  |
| <b>General Overview of position</b>       | <p>The main purpose of the Major Incident Manager's role is to take overall responsibility for the management, resolution, and fulfilment of all major incidents, across ALL organisations in scope of the process. This will include internal, third party and client resolver groups.</p>  |
| <b>Main duties &amp; responsibilities</b> | <p><b>To include:</b></p> <ul style="list-style-type: none"> <li>• Driving the efficiency and effectiveness of the major incident management processes</li> <li>• Producing <u>and acting</u> upon management information, <u>including SLA performance KPIs and reports to continually improve service quality</u></li> <li>• Monitoring the effectiveness of major incident management and making recommendations for improvement</li> <li>• Developing and maintaining the major incident management process where owned by Littlefish or providing input to client side process owners if applicable</li> <li>• Reviewing and auditing the process</li> <li>• Ensuring that all IT teams follow the major incident management processes for every major incident</li> <li>• Acting as an escalation point for the client and in support to the Major Incident Management Lead</li> <li>• Stay appraised of industry best practice and where applicable introduce as part of continuous improvement</li> <li>• Handing over all resolved major incidents to the Problem Management process, with suggested next steps and actions to be undertaken via the Problem Manager</li> <li>• Producing a client facing major incident report upon resolution of each in-scope major incident.</li> <li>• Facilitating and leading major incident technical and managerial conference calls. Ensuring detailed notes are recorded and actions are clearly assigned to owners</li> <li>• Issuing client facing major incident update communications autonomously, with a high level of accuracy</li> <li>• To be able to work on a rota'd basis coving the core hours of 07:00 – 19:00</li> <li>• To be added to the MIM on call rota in order to provide MIM</li> </ul> |

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|                     | <p>coverage for in scope clients outside of the core MIM hours of 07:00 – 19:00</p> <p><b>ISO Accreditations:</b><br/>Littlefish are ISO9001 and ISO27001 certified it is expected that all employees adhere to the Quality Management and Information Security systems, policies and procedures.</p> <p><b>Equality, Diversity and Inclusion:</b><br/>It is expected that you will actively promote and embed Equality, Diversity and Inclusion (EDI) in all your work and support and comply with all organisational initiatives, policies and procedures on EDI.</p> |
| <b>Other duties</b> | <p><b>To include:</b></p> <ul style="list-style-type: none"><li>• Input into Continuous Service Improvement, Incident Management, Request Management, Problem Management and Knowledge Management</li><li>• Acting as a deputy for the Major Incident Management Lead</li><li>• Creation and maintain work instructions, knowledgebase articles and other operational documentation</li></ul>   |

## Person Specification

| Essential  | Desirable  |
|--|--|
| <ul style="list-style-type: none"><li>• Educated to A Level standard (or equivalent)</li><li>• ITIL Foundation (or equivalent)</li><li>• A proven track record in process level (Major Incident, Request, Incident, Problem etc.) management - 1 to 3+ years (exceptions will be made for internal candidates)</li><li>• Business experience gained in Service Management and/or technical delivery roles, across a range of customers ideally in a Managed Services environment</li><li>• Relationship building with mid-level members of an organisation – gaining trust and confidence from customers</li><li>• Ability to work as part of a team with a high degree of drive, determination and motivation to succeed</li><li>• Ability to prioritise and manage multiple tasks</li><li>• Can demonstrate IT related problem-solving skills</li><li>• Undertaking or have undertaken specific service management training e.g. ITIL Foundation</li><li>• Behaves in a professional manner always</li><li>• Operates well un-supervised and supervised</li><li>• Prioritises tasks to achieve SLA's, KPIs and contractual commitments, navigates the organisation as needed to ensure targets are achieved to the best of their ability</li><li>• Takes ownership willingly</li><li>• Able to remain calm under pressure</li><li>• Manages customer's expectations effectively</li><li>• Can explain highly complex technical issues in "lay-man's" terms</li><li>• Flexible and adaptable to changing environments</li></ul> | <ul style="list-style-type: none"><li>• Educated to Degree standard (or equivalent)</li><li>• ITIL Intermediate (or equivalent)</li><li>• SIAM Foundation (or equivalent)</li><li>• Lean Six Sigma (or equivalent)</li></ul> |

- Is logical in approach
- Demonstrates resilience, positivity and professionalism in difficult circumstances
- Is helpful, fair and demonstrates a "give and take" attitude.
- Demonstrates mutual respect for own and other team members
- Works as part of a team, can build a support network to increase his or her effectiveness
- Willing to work flexible hours as and when the need arises
- Comfortable engaging and leading more senior colleagues and client stakeholders throughout the lifecycle of a major incident

## Document Control

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| <b>File Name</b>      | Job Description and Personal Spec – Major Incident Manager |
| <b>Author</b>         | Patrick Lee  |
| <b>Status</b>         | Live   |
| <b>Classification</b> | Private  |
| <b>Location</b>       | HR Hub   |

## Version Control

| <b>Version</b> | <b>Author</b> | <b>Change</b>   | <b>Date</b> |
|----------------|---------------|-----------------|-------------|
| 0.1            | Patrick Lee   | Template Change | 02/12/2020  |

## Job Levels

|                                |  |
|--------------------------------|--|
| <b>Career Framework</b>        | <b>Professional</b>  |
| <b>Definition</b>              | Subject matter expert in a professional, non-technical, environment, mainly working in a front-line customer capacity.   |
| <b>Contribution to Success</b> | Supports and facilitates others in the implementation of short-term plans or works to achieve agreed goals. Performs a range of mainly straightforward assignments. Will manage cost on a day-to-day basis, looking for opportunities to generate efficiencies |
| <b>Communication</b>           | Will be involved in explaining facts, practices, and policies. May need to influence from time to time and will coordinate day to day tasks  |
| <b>Expertise</b>               | Continues to build knowledge of the business processes assigned to their specific role and customers / stakeholders  |
| <b>Leadership</b>              | Will receive guidance from their line manager and will not usually manage a team. Responsible for their own accounts/customers/projects  |
| <b>Values Statement</b>        | Displays consistent and positive behaviours in line with the values. Acts with integrity and professionalism within own team and across the organisation   |



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