

Operations Manager

Introduction

Salary: Salary Negotiable + Benefits

NCL is a specialised digital consultancy and managed-services provider for the public and private sectors. For over a decade, we've developed a strong reputation amongst our customers and partners, and we are very proud to have provided continuous IT support to the MoD for over 12 years.

We have a great opportunity for an Operations Manager (SC cleared) with Defence experience to join NCL on a permanent basis. You will be part of the Management Escalation Team providing on-call support to the delivery programme (pattern is based on 1 week on call in every 4).

The Service Delivery Manager (SDM) will ultimately be held accountable for the program's success. The SDM will serve as the primary point of contact for Authority and DCO stakeholders. The SDM will be empowered to improve the flow of management information on delivery. Using Service Management experience and associated tooling, the SDM be responsible for enriching the management layer with real time information. The role will cover support to both the end customer and suppliers to ensure the efficient operation of the Platform as a Service capability.

The operations manager serves as the L1/L2 team lead and is responsible for ensuring that baseline support activities are carried out with as little disruption to customers as possible. During operational imperatives, this role will serve as the pivot for stakeholder engagement. By providing this role with the same management information as the SDM, incident trends and resolution paths can be identified sooner.

Solution Architect Key Accountabilities

- Reviewing performance against SLS (Service Level Standards)
- Operational Oversight of Technical Delivery Engineers
- Act as Level 1 escalation point for technical delivery issues
- Ensure Technical Delivery Work Package Outputs are documented in line with MOD Requirements
- Chair delivery meetings (CAB's, Management Meetings, Design Working Group etc)
- Review technical operations such as performance, capacity, and configuration.
- Identify opportunities to improve service delivery and add more value to customers
- Identify opportunities to improve the efficiency of service delivery
- Work together with the SDM to apply operations governance best practices particularly with regard to Change Management.
- Mentor technical staff & new joiners
- Support SDM to build a long-term strategic relationship with the customer

Operations Manager Responsibilities and Duties

- Manage a medium sized team consisting of both company employees and delivery partners within a consortium
- Provides operational support to authority stakeholders
- Ensure smooth implementations of changes (delivery of implementation tasks to schedule and plan)
- Ensure low failure rate during Implementation of Change
- Reduce risk of incidents caused by Changes
- Reduce testing time and cycle
- Reduce requested downtimes
- Ensure better scheduling and usage of internal resources
- Generate documentation & knowledge base articles
- Ensure technical teams resolve L1/L2/L3 incidents within SLAs
- Ensure maintenance and creation of Knowledge based articles and associated delivery documentation

Person Specification

- Reports to the Service Delivery Manager
- SC clearance required
- Proven experience as IT Operations Manager
- Confident, articulate, very good presentation skills to senior stakeholders
- High standard of professionalism, integrity, and confidentiality
- Experience in managing and working against SLS/SLA's
- Leadership and organisational skills
- Outstanding communications skills
- Problem solving skills.

Company Benefits

- Competitive Salary
- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities