

Systems Manager

Department for Education

Closing date: 6 Dec 2018



Department
for Education

Reference number

1609179

Salary

£35,497 - £39,114

Grade

Senior Executive Officer

Contract type

Permanent

Business area

Operations Directorate - Commercial

Type of role

Commercial

Digital

Information Technology

Knowledge and Information Management

Working pattern

Flexible working, Full-time, Job share, Part-time

Hours

37

Number of posts

1

Location

Darlington, North East : Manchester, North West : Sheffield, Yorkshire and the Humber

About the job

Job description

Who we are

The Department for Education is responsible for education, children's services, higher and further education policy, apprenticeships and wider skills in England, and equalities. We work to achieve a highly educated society in which opportunity is equal for all, no matter what their background or family circumstances.

Operations Group is responsible for the main corporate functions of the department including: analysis, commercial, data, estates and security, finance, human resources, international education, Operations and Delivery Unit, technology and the governance and relationship standards with the DfE's public bodies. Its role is to support the business to deliver ministerial priorities by ensuring that:

- the department is sufficiently resourced (people, data / information, finance, IT) and organised right to deliver its business objectives; and
- efficient and effective systems and processes, driven by customer needs, underpin our services.

Commercial Directorate

- The purpose of the commercial function within the Department for Education is to ensure that all commercial and procurement activity supports the Department's priorities and delivers outstanding value for money. It also exists to proactively develop commercial solutions for the wider education sector that reduce waste in procurement and release funds for the front line.
- The commercial function manages a large and diverse set of activities across the department with many high profile and complex contracts and grants as well as running a highly successful Risk Protection Arrangement for academies and a schools buying strategy.
- Commercial Directorate is currently engaged in an exciting growth and transformation programme, with the aim of becoming one of the best commercial teams in Government.

The Role:

As a System Manager you will be part of a team that manages operational service delivery of Technology/Digital services.

You will be responsible for several small to medium services ensuring they are reliable and delivered to the agreed business service levels. To do this you will need to work closely with the partners that support those services; this may be a combination of external suppliers and internal teams.

You will also be responsible for coordination of Service Transition activities for your services and acceptance into live Service Operations.

Your role will be to consider the impact of change on the effective running of the service, you will need to embrace end-to-end delivery that maximises beneficial change whilst minimising disruption to services.

The role is pivotal in managing the service life cycle and requires a degree of customer and supplier relationship management and effective communications skills.

Key Responsibilities:

- Managing business relations within the Department to enable user-centric delivery of Technology/Digital services.
- Manage the day to day delivery of your services acting as an escalation point

in the event of any issues occurring.

- Manage the performance and risk management of your services, developing, monitoring and improving service levels.
- Ensuring that service level agreements (SLAs) and operational level agreements (OLAs) are in place with both external and internal teams and that they are being met.
- Working with delivery partners and ensuring they carry out processes for your services to ITIL standards; supporting regular service review meetings and ensuring relevant reporting is provided for stakeholders.
- Liaising with all other IT service functions to make sure that services are maintained to the agreed SLA/OLAs.
- Planning and scheduling the testing and deployment of minor changes.
- Lead service integration activity to ensure the successful transition of all changes into live, without compromising service continuity. This includes designing and maintaining a service-operating model.
- Assuring any new functionality requested from the business and delivered by DDaT, meets all relevant Departmental policies/standards.
- Working with commercial colleagues, contribute towards service delivery elements of contract renewals and replacements and managing the associated budgets.

Essential:

- Experience and knowledge of identifying key Business/Technology stakeholders and relationships and working with teams to build these.
- An understanding of how to work with stakeholders and contributing to improving these relationships.
- Experience of producing Business and Technology focused reports in standard formats and within agreed timeframes. Also working with key Business/Technology stakeholders to discuss any changes in the reporting processes.
- Experience of identifying optimisation opportunities for services with guidance from Business and Technology stakeholders and contributing to the implementation of proposed solutions.
- Knowledge of analysing and assessing impact, developing and documenting change requests for services. An ability to coordinate implementation of changes based on requests for change.
- Experience of managing service components to ensure they meet business needs and performance targets.

Desirable:

- Awareness of core technical concepts related to their role and ability to apply them with guidance from Technical SMEs.
- An awareness of using quantitative and qualitative data about users to turn user focus into outcomes.
- An awareness of how agile delivery works.

Additional Info:

This is an exciting time to join the Commercial Directorate at the Department for Education, with lots of great opportunities for staff at all levels to develop and progress. This role forms part of a large recruitment drive to transition the delivery of commercial activity to a category management model. If you want a new challenge and to be part of a supportive and innovative team, we want to hear from you.

To find out more about our ambition and the opportunities we are creating, please download the candidate pack.

The role will involve regular travel to other DfE sites.

Competencies

We'll assess you against these competencies during the selection process:

- Collaborating and partnering
- Managing a quality service
- Changing and improving
- Seeing the big picture
- Making effective decisions

[Civil Service Competency Framework](#)

Benefits

Pensions

[Civil Service pension schemes](#) may be available for successful candidates.

Benefits

As a member of the DfE, you will be entitled to join the highly competitive Civil Service Pension Scheme, which many experts agree is one of the most generous in the UK.

You will have 25 days annual leave entitlement, increasing by 1 day every year to a maximum of 30 days after five years' service. In addition, all staff receive the Queen's Birthday privilege holiday and 8 days' bank and public holidays.

We offer flexible working arrangements, such as job sharing, term-time working, flexi-time and compressed hours, along with excellent childcare benefits.

As an organisation that exists to support education and lifelong learning, we offer our staff excellent professional development opportunities.

Applicants currently holding a permanent post in the Civil Service should note that, if successful, their salary on appointment would be determined by the Department's transfer / promotion policies.

To find out more, download the candidate pack attached to this advert.

Things you need to know

Security

Successful candidates must pass basic security checks.

Nationality statement

Candidates will be subject to UK immigration requirements as well as Civil Service nationality rules.

If you're applying for a role requiring security clearance please be aware that foreign or dual nationality is not an automatic bar. However certain posts may have restrictions which could affect those who do not have sole British nationality or who have personal connections with certain countries outside the UK.

Selection process details

This vacancy is using the Civil Service Competency Framework. Guidance on writing competency examples is available: [A brief guide to competencies](#)

As part of your application, you will be asked to complete a CV and a personal statement (maximum 1,000 words) which will be assessed against the role description and person specification detailed in the job advert.

If a large number of applicants apply, we will undertake an initial sift on the essential criteria, as outlined above.

Candidates that successfully pass the sift will be invited to a competency-based interview. At interview, you will be asked to provide examples to demonstrate how you meet the following Civil Service competences:

- Collaborating and partnering
- Managing a quality service
- Changing and improving
- Seeing the big picture
- Making effective decisions

For more information on how to develop a CV and personal statement please refer to the candidate pack attached.

Feedback will only be provided if you attend an interview or assessment.

Nationality requirements

Open to UK, Commonwealth and European Economic Area (EEA) and certain non EEA nationals. Further information on whether you are able to apply is available [here](#).

Working for the Civil Service

The Civil Service Code sets out the standards of behaviour expected of civil servants.

We recruit by merit on the basis of fair and open competition, as outlined in the Civil Service Commission's [recruitment principles](#).

The Civil Service embraces diversity and promotes equality of opportunity. There is a guaranteed interview scheme (GIS) for candidates with disabilities who meet the minimum selection criteria.

Terms & Conditions

Please see attachment below for the DfE's terms & conditions.

Apply and further information

Contact point for applicants

Email: dfepenna.com

Telephone: 0800 049 6798

Sift/interview dates and location

Whilst we will endeavour to meet the dates set out in the advert there may be occasions when these dates will change. Those candidates invited to assessment will be provided with sufficient notice of confirmed dates.

Further information

Department for Education do not cover the cost of travel to your interview/assessment unless otherwise stated.

A reserve list may be held for a period of 12 months from which further appointments can be made.

Applicants who are successful at interview will be, as part of pre-employment screening subject to a check on the Internal Fraud Database (IFD). This check will provide information about employees who have been dismissed for fraud or dishonesty offences.

This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant's details held on the IFD will be refused employment.

A reserve list may be held for a period of 12 months from which further appointments can be made

New entrants are expected to join on the minimum of the pay band.

Applicants who are successful at interview will be, as part of pre-employment screening subject to a check on the Internal Fraud Database (IFD). This check

will provide information about employees who have been dismissed for fraud or dishonesty offences. This check also applies to employees who resign or otherwise leave before being dismissed for fraud or dishonesty had their employment continued. Any applicant's details held on the IFD will be refused employment.

Terms and conditions of candidates transferring from ALBs and NDPBs.

1. Bodies that are not accredited by the Civil Service Commission and are not able to advertise at Across Government on Civil Service jobs will be treated as external new starters and will come into DfE on modernised terms and conditions with a salary at the band minimum.
2. Bodies that are accredited by the Civil Service Commission but do not have civil service status will be offered modernised terms and will not have continuous service recognised for leave or sickness benefits. Salaries should be offered at band minimum, but there is some flexibility where this would cause a detriment to the individual.
3. Bodies that are accredited by the Civil Service Commission and do have Civil Service status will be treated as OGD transfers. Staff appointed on lateral transfer will move on to pre-modernised DfE terms (unless they were on modernised terms in their previous organisation). Staff appointed on promotion will move on to modernised DfE terms. Staff will transfer over on their existing salary (on lateral transfer) and any pay above the DfE pay band maximum will be paid as a mark time allowance. Staff moving on promotion will have their salaries calculated using the principles set out in the attached OGD transfer supplementary information.

Reasonable adjustment

If a person with disabilities is put at a substantial disadvantage compared to a non-disabled person, we have a duty to make reasonable changes to our processes.

If you need a change to be made so that you can make your application, you should:

- Contact Government Recruitment Service via dferecruitment.grs@cabinetoffice.gov.uk soon as possible before the closing

date to discuss your needs.

- Complete the “Assistance required” section in the “Additional requirements” page of your application form to tell us what changes or help you might need further on in the recruitment process. For instance, you may need wheelchair access at interview, or if you’re deaf, a Language Service Professional

The Department for Education’s recruitment processes are underpinned by the Civil Service Commissioners Recruitment Principles, which outlines that selection for appointment is made on merit based on fair and open competition.

If you feel your application has not been treated in accordance with the values in the Civil Service Code and/or if you feel the recruitment has been conducted in such a way that conflicts with the Civil Service Commissioners Recruitment Principles, you may make a complaint, by contacting the Central Recruitment Team at the following address
CentralRecruitment.Operations@education.gov.uk

If you are not content with the outcome of your complaint you have the right to complain to the Civil Service Commissioners.

For more information on our roles, please visit our website at www.makeyourimpactDfE.co.uk

Follow link to apply

<https://bit.ly/2DkZjwm>

