

About the National Church Institutions (NCIs)

The National Church Institutions comprises a wide variety of teams, professions and functions that support the mission and ministries of the Church of England in its vision to be a church, centred on Jesus Christ, for the whole nation - a church that is simpler, humbler, bolder.

We Include. You Belong.

Our Belonging and Inclusion Strategy aims for everyone in the National Church Institutions (NCIs) to feel that they belong and are valued for who they are and what they contribute. Together, our people contribute in different ways towards our common purpose, whichever NCI they work in and whatever their background.

Living out our values in all that we do, we:

- Strive for **Excellence**
- Show **Compassion**
- **Respect** others
- **Collaborate**
- Act with **Integrity**

We believe our commitment to belonging and inclusion fuels our progress and drives us forward. The NCIs are a safe, inclusive workplace for people of all backgrounds and walks of life. We welcome applications from people of all faiths and of no faith. We want to encourage applications from a diverse group of people who share our values. Even if you have never thought about working for us before, if you have the skills and experience, we're looking for then we would like to hear from you.

About the department

This role will sit within the Technology Services department, reporting to the Head of IT. We are a busy and close-knit team, working with various NCIs to deliver their IT solutions and service, as well as project and programme delivery.

What you'll be doing

Lead the consistent, high-quality delivery of IT services across the National Church Institutions by owning and improving core ITSM processes, driving customer experience and continual service improvement, and ensuring stable, value-adding services. This role combines end-to-end service management with specific accountability for Change Management, Configuration/CMDB accuracy and IT Asset Management.

MAIN DUTIES AND RESPONSIBILITIES

Service Management Leadership

- Working alongside the Service Delivery Manager, responsible for continually improve ITSM processes (Incident, Request, Change, Problem, Major Incident, Service Catalogue, Asset & Configuration/CMDB, and aspects of Business Continuity) aligned to ITIL best practice and organisational goals.
- Define and track SLAs/OLAs and KPIs; provide clear dashboards and performance reviews; drive actions to improve user experience and customer satisfaction.
- Work with the Service Delivery team, ensuring they adhere to agreed working practices, standards, documentation and service delivery approach.
- Work with other Service team leads throughout the organisation to ensure consistent and efficient approaches, following similar standards where appropriate
- Act as service evangelist—promoting a culture of right-first-time, transparency, and continual improvement.
- Deputise for Operations Leaders as necessary.

Major Incident & Problem Management

- Lead coordinated response to high-impact incidents, ensuring rapid restoration, effective stakeholder/supplier coordination and timely communications.
- Chair/facilitate post-incident reviews, ensuring robust problem management and eradication of root causes.
- Ensure that Incident and Problem management documents and processes are kept up to date

Change Management

- Own, promote and evolve the Change Management process, ensuring risk-based approvals, clear criteria for standard/normal/emergency changes, and strong quality gates.
- Lead CABs and partner with Cyber/Portfolio/Infrastructure and other across the NCIs teams to streamline workflows and increase change success rate while reducing failed changes.
- Communicate Change calendars, clearly and consistently to all stakeholders
- Stay informed of key business activities, whether repeatable events (e.g. Synod) or major Go Live, to ensure we plan Change appropriately around these key milestones

Configuration Management

- Maintain and enhance the CMDB: service mappings, CIs and dependencies, data quality rules, discovery/integration pipelines, and governance.
- Integrate CMDB with monitoring/deployment tools and automate health checks to sustain accuracy and usefulness for impact analysis and audits.

- Work closely with the infrastructure team, and the Change and Version manager, to ensure a consistent and well-informed approach

Tooling, Data & Automation

- Administer and evolve the service management platform(s) (e.g., Remedyforce/EasyVista/HaloITSM): catalogue design, workflows, CMDB data model, MI dashboards and automation opportunities.
- Identify and promote opportunities for User Self Service

Compliance, Risk & Resilience

- Ensure processes, records and controls comply with internal policy and external requirements; contribute to service continuity/BCP exercises and audits as required.

Success Measures (KPIs)

- SLA attainment and OLA compliance across services; improvement in MTTA/MTTR and backlog health.
- Reduction in ticket volume and re-opens; effective PIR completion and preventative actions closed.
- Increased change success rate; reduced failed/unauthorised changes; CAB effectiveness metrics.
- CMDB coverage/accuracy and asset lifecycle completeness; licence compliance posture.
- CSAT/NPS trend improvement; knowledge utilisation/deflection.

About You

The Church of England is for everyone, and we want to reflect the diversity of the community the Church serves across the whole country. Therefore, while of course we welcome all applications from interested and suitably experienced people, we would particularly welcome applicants from UK Minoritised Ethnicities (UKME)/Global Majority Heritage (GMH) and other under-represented groups.

Essential

- Leadership across multiple ITSM processes (Incident/Problem/Change/Request/Catalogue/MIM/CMDB/ITAM) with measurable improvements.
- Hands-on experience with enterprise ITSM platforms and CMDB management (e.g., Remedyforce, EasyVista, HaloITSM; ServiceNow transferable).
- Strong stakeholder and supplier engagement; excellent written/oral communication for technical and non-technical audiences.
- Data-driven approach to reporting and continual improvement; attention to detail under pressure.
- ITIL Foundation (v3/v4) or higher.

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Desirable

- Proven ownership of Change, Configuration/CMDB and ITAM including CAB leadership, discovery/integration automation and licence optimisation.
- Familiarity with enterprise environments (Microsoft 365, cloud, networking, VDI/automation) and integration points (e.g., Intune for asset visibility).
- Experience in charity/public/not-for-profit or faith-based settings.

Vacancy Summary

JOB TITLE:	Service Management Lead
NCI ENTITY:	Church of England Central Services
DEPARTMENT:	Technology Services
GRADE:	Band 3 Standard Point
SALARY:	£59,248
WORKING HOURS:	35
PRIMARY OFFICE LOCATION:	Church House
HYBRID WORK ARRANGEMENTS:	3 Days a week in the Office
IS HOMEWORKING A REQUIREMENT FOR THE ROLE?:	Yes ☐ No ☒
IF NOT A REQUIREMENT, IS THE ROLE SUITABLE FOR HOMEWORKING?:	Yes ☐ No ☒
CONTRACT TYPE:	Permanent
IS A DBS CHECK REQUIRED? IF YES, WHICH LEVEL	☐ Basic
IS A FAITH-BASED GOR APPLICABLE FOR THIS ROLE?	☐
ORACLE POSITION CODE:	8104538
COST CODE:	50151
PARENT POSITION:	Head of IT Service Operations