



Role profile

Operational Services Manager

Civil Service Grade: Senior Executive Officer (SEO)	Salary Minimum: £42,466 (London) £38,654(National)	Contract Type: Permanent
Job Type(s): Operational Delivery Finance Administration/Corporate Support	Civil Service Profession: Operational Delivery	DfT Directorate: Group Finance
Location(s): Hastings, London, Leeds, Birmingham		Reporting to Job Title: Tony Joanes – Integrated Delivery Business Lead

Job description

Job summary

Group Finance, part of the Corporate Delivery Group (CDG), has responsibility for ensuring that every penny spent by DfT (around £20 billion each year) is done responsibly, so that we deliver brilliant and cost-effective transport services for millions of people every day. We're a widely skilled team who drive continuous improvement in financial management, deliver our regulatory responsibilities and lead high-profile programmes that help people at DfT deliver more efficiently and effectively. Our vision is that Finance will be at the heart of decision-making in DfT to create, protect and drive value for money, through creating the right working environment, management and delivery of Shared Services.

The Role is in the Business Intelligence Shared Services within the Group Finance Directorate.

The Directorate is seeking to recruit an Operational Services Manager for the Hastings based Transactional Services Team (TST). TST is a large operational team, providing a range of core services to the whole of DfT, covering HR, Finance and Commercial functions.

- Position management – creating and maintaining positions for recruitment, maintaining HR hierarches on the SAP ERP system
- Provision of HR MI, both internally and externally to Cabinet Office and Office of National Statistics
- Updating People Finder on a fortnightly basis, collating and formatting data from multiple sources, uploading to a secure server.

- Contracts services – vendor master data management, administration of the Government Procurement Card scheme, updating SAP with new commercial contracts and contingent labour
- Management and delivery of digital shared services in line with ITIL best practice.

You will be responsible for leading and managing these services and key to this will be meeting the diverse needs of service users and building and maintaining close working relationships with key stakeholders, within DfT family and across its agencies i.e. DVLA, DVSA and MCA.

The role demands strong leadership and people management skills. You will have direct line management responsibilities and overall management of Position Management and Contract Services BI. Good communication, interpersonal, stakeholder and problem-solving skills are critical to the role.

Duties and responsibilities

- Regular monitoring of workloads and service levels, ensuring sufficient cover and reallocation of resources as appropriate
- Recording and monitoring performance against service level agreements. Supporting the Future of Shared Services (FOSS) programme, providing Subject Matter Experts (SMEs) from the team and delivering essential data cleanse activities
- Ensuring adherence to GPC Audit recommendations.
- Acting as SME for the management assurance governance of Government Procurement Card.
- Ensuring compliance with Performance Management and mandatory learning across the team
- Escalating issues to the Integrated Design Delivery Lead
- Maintaining relevant content on My DfT
- Collaborative working with Financial Transaction Manager and the Hastings team.
- Leadership of a team of 10

Behaviours

Leadership

Ensure colleagues and stakeholders have a clear understanding of objectives, activities and time-frames. Take into account different individual needs, views, and ideas, championing inclusion and equality of opportunity for all. Consider the impacts of own and team's activities on stakeholders and end users. Role-model commitment and satisfaction with role. Recognise and praise the achievements of others to drive positivity within the team. Effectively manage conflict, misconduct and non-inclusive behaviour, raising with senior managers where appropriate.

Delivering at Pace

Show a positive approach to keeping the whole team's efforts focused on the top priorities. Promote a culture of following the appropriate procedures to ensure results are achieved on time whilst still enabling innovation. Ensure the most appropriate resources are available for colleagues to use to do their job effectively. Regularly monitor your own and team's work against milestones ensuring individual needs are considered when setting tasks. Act promptly to reassess workloads and priorities when there are conflicting demands to maintain performance. Allow individuals the space and authority to meet objectives, providing additional support where necessary, whilst keeping overall responsibility.

Working Together

Encourage joined up team work within own team and across other groups. Establish professional relationships with a range of stakeholders. Collaborate with these to share information, resources and support. Invest time to develop a common focus and genuine positive team spirit where colleagues feel valued and respect one another. Put in place support for the wellbeing of individuals within the team, including consideration of your own needs. Make it clear to all team members that bullying, harassment and discrimination are unacceptable. Actively seek and consider input of people from diverse backgrounds and perspectives.

Seeing the Big Picture

Understand the strategic drivers for your area of work. Align activities to contribute to wider organisational priorities. Remain alert to emerging issues and trends which might impact your work area. Seek out and share experiences to develop knowledge of the team's business area. Understand how the strategies and activities of the team create value and meet the diverse needs of all stakeholders.

Managing a Quality Service

Develop, implement, maintain and review systems and services to ensure delivery of professional excellence. Work with stakeholders to set priorities, objectives and timescales. Successfully deliver high quality outcomes that meet the customers' needs and gives value for money. Identify risks and resolve issues efficiently. Involve a diverse range of colleagues, stakeholders and delivery partners in developing suggestions for improvements. Establish ways to find and respond to feedback from customers about the services provided.

[More information about Behaviours](#)

Experience

We are seeking individuals with the following areas of experience and expertise:

Essential:

- Project planning and Change Management experience.
- Ability to communicate with various grades in a clear and precise manner
- A strong understanding of corporate systems.
- Proven track record in working to deadlines and the ability to adapt and change to moving targets.
- Skills/experience of successfully influencing internally and externally.
- Evidence of providing excellent Customer Service.
- Experience with working with Microsoft products, for example, word, excel, project, PowerPoint etc.
- Be able to develop effective working relationships through delivering clear communications, following up on actions and always being professional in outlook and approach.
- Have excellent communication skills with the ability to tailor methods to suit audience.
- Ability to work independently and as part of a team.
- Previous line management experience
- Managing teams

- Delivering services across different functional areas.
- Stakeholder management (essential)

[More information about Experience](#)

Strengths

You will be assessed against Civil Service Strengths at interview. For further details, please see the [Civil Service Strengths Dictionary](#).

[More information about Strengths](#)

Other helpful information you need to know

<p>Level of security clearance: Baseline Personnel Security Standard (BPSS)</p>	<p>Working Pattern: Full-time, Part-time, Job-share, Flexible working</p>	<p>Contact Information: Tony Joanes either via email: tony.joanes@dft.gov.uk or Mobile: 07977 422918 or 07500778799</p>
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Travel to London/Hastings will be required.