

Job Title:	Service Transition Manager
Reporting to:	Head of Service Design & Transition
Date:	June 2021

Brief overview of the role:	This role consists of providing support to a number of areas of the Service Transition process; primarily this will include the following: Service Transition Planning, Test & Validation and Early Life Support.
Duties:	Routine duties include but are not limited to; <ul style="list-style-type: none"> • Service Transition • Support the Head of Service Design and Transition in developing and maintaining the Service Transition function from Engagement through to business as usual. • Work with the Head of Service Design and Transition to ensure processes and procedures are maintained for integrity and reliability. • On-board new services/customers/suppliers following the Service Gate Process, including customer engagements and running workshops. • Work with the Service Operations team to identify any service improvements during the transition of new services. • Support the Head of Service Design and Transition Manager in the production of reports. • Assist with maintaining the CSIP. • Assist with ISO Audits.
Essential Skills and Experience:	<ul style="list-style-type: none"> • . Excellent communication skills. • Capable of communicating with customers at all levels through face to face meetings, telephone and email communications. • Strong relationship building and interpersonal skills. • Experienced user of MS Office toolset (Word, Excel and PowerPoint). • Must be able to attain and hold UK National Security Check (SC) Clearance
Desirable Experience:	<ul style="list-style-type: none"> • ITIL Foundation • ITIL Service Design and Transition • Knowledge of ISO 9001, 20000 and 27001.

Compliance with Company Policies, Procedures and Rules

A condition of Employment as an Employee shall be, at all times, to comply with all Policies, Procedures and Rules of the Company, which include, but are not limited to: the Prolinx Integrated Management System (IMS) Manual, Prolinx Information Security Management System (ISMS) Manual and includes all Policies, Procedures and Rules specified in the Company's Employee Handbook.

Equal Opportunities

Prolinx does not discriminate on the basis of race, religion, colour, sex, age, disability or sexual orientation. All recruitment decisions are based solely on qualifications, skills, knowledge and experience and relevant business requirements.

The Job Holder will understand the regulatory, fair trading and competition rules relating to their work sufficiently to be able to comply with them, relying on their knowledge or on their ability to recognise that they will need specialist support.

The Job Holder will actively support at all times company policy and best practice in the area of security, with particular emphasis on the protection of sensitive customer information. This includes the Security requirements of our customers