

		ROLE PROFILE			
		Senior Manager – IT Shared Service (Major Incident and Insight)			
Reports to:	Head of IT Shared Support Services				
Grade:	Senior Manager			Job Family:	IT Service
Leadership Responsibility:	Direct Reports:	14	Indirect Reports:	?	Regulatory Information: Not Applicable
Location:	Binley, Coventry or Manchester. Team-led hybrid working arrangements apply.			Working hours:	35
Effective Date:	V1 08/05/2026			WD Job Code:	JC_1575

ABOUT THE ROLE

Reporting into the Head of IT Shared Support Services, the Senior Manager – Shared Support Services (Major Incident and Insight) is accountable for leading, setting direction and operating key ITIL Processes for the business through a number of ITIL process defined teams.

The Senior Manager – Major Incident & Insight is accountable for the Group-wide leadership, governance and continuous improvement of Major Incident Management, Problem Management, Request Management, Knowledge Management and Service Reporting across the Society and the Bank. The role provides authoritative operational leadership during high-impact incidents, while ensuring that learning, insight and preventative action are embedded to improve service stability and reduce operational risk over time.

Operating within a federated, multi-supplier and multi-technology environment, this role ensures consistent outcomes across in-house teams, managed service providers and SaaS platforms, while delivering decision-grade insight to senior leadership, risk and resilience forums.

This is a senior leadership role, focused on command, assurance and influence, rather than day-to-day process operation.

This is a leadership role as defined by the Group’s leadership capability framework. In the teams that you work in and/or manage you will create an inclusive environment where people feel safe to speak up, voice concerns and suggest ideas. You will seek input from others in order to test assumptions, challenge thinking and bring in new perspectives.

ABOUT YOU

The successful candidate will:

be a credible, calm and authoritative leader, recognised for your ability to operate effectively under pressure and to provide clarity in complex, high-impact situations.

You will demonstrate:

- Proven senior leadership experience in Major Incident and Problem Management within an financial / banking regulated or complex environment
- Strong judgement and confidence in making and supporting decisions during critical incidents.
- The ability to communicate complex technical and operational information clearly to senior and executive audiences, both written and verbal and able to structure both technical and business information in a clear and concise manner.
- A continuous improvement mindset, focused on service stability, learning and risk reduction.
- Experience leading and influencing across multi-supplier and cloud-based environments.
- High levels of personal resilience, credibility and emotional intelligence.
- Be an authentic ‘servant-leader’ who takes responsibility for ensuring the team’s success ahead of your own needs. You take a coaching approach and empower others to make decisions that lead to great outcomes.
- Passionate about ensuring the business delivers a great customer service and experience. Seeking to understand how decisions impact the end user and asking question to gain insight into the customer perspective and experience.

- Able to create a culture of continuous improvement. Learning from mistakes and using the experience to change how you and the team respond to similar situations in the future.
- Be intellectually curious; encourage ideas and challenge.
- Be highly self-aware and emotionally intelligent, you understand your impact on others and take time to understand all colleagues and help them to operate at their best.
- Manage the performance of staff throughout the year by motivating them towards the achievement of their objectives in accordance with the Society's PMS and assisting staff in the creation of Personal Development/Growth plans for all staff.
- Be self-starter who can lead and champion Service Management in an agile environment; must be able to deliver to deadline and self-motivate to succeed in this challenging role.
- Have strong attention to detail when amending, reviewing service and project documentation.
- Have experience in managing a wide variety of internal and external stakeholders.

REQUIREMENTS:

- Significant experience in Major Incident and Problem Management leadership, within financial services and ideally within Banking
- Strong understanding of ITIL practices, particularly Incident, Problem and Service Reporting.
- Experience working with complex, always-on technology estates and third-party service providers.
- Demonstrated experience producing executive-grade operational insight and reporting.
- Ability to engage confidently with Risk, Audit and Regulatory stakeholders.
- ITIL Foundation with further qualification in one or more relevant ITIL process.
- Working understanding of Agile Ceremonies and DevOps Techniques.
- Essential experience of working in a complex, pressurised production environment in the Banking industry
- Use of Microsoft Office Products essential.
- Wide Cloud, Digital, Infrastructure experience preferred

YOUR KEY RESPONSIBILITIES. (Additional detailed performance objectives will be set by your manager)

<p>General Profile</p>	<p>Major Incident Management (Group)</p> <ul style="list-style-type: none"> • Own and lead the Group Major Incident Management framework, ensuring clear invocation, control, escalation and closure of high-severity technology incidents. • Ensure command-and-control leadership during major incidents, coordinating multiple resolver teams and third-party suppliers. • Ensure accurate, timely and appropriate communications to senior and executive stakeholders, reflecting customer, financial, reputational and regulatory impact. • Act as a senior point of escalation for complex or prolonged incidents, enabling informed decision-making under pressure. • Ensure robust post-incident reviews are completed and that learning is translated into measurable improvement actions.
	<p>Problem Management & Service Stability</p> <ul style="list-style-type: none"> • Lead the Group Problem Management capability, ensuring it operates as a risk-reduction and service-stability function, not simply a reporting process. • Set standards for root cause analysis, ensuring quality, consistency and proportionality to incident criticality. • Provide governance and challenge over remediation actions, risk acceptances and unresolved known errors. • Use trend analysis to identify systemic weaknesses, recurring failure patterns and improvement priorities. • Drive a culture of learning, transparency and accountability across teams and suppliers.
	<p>Request Management & Service Demand Insight</p> <ul style="list-style-type: none"> • Provide oversight of Group Request Management performance, ensuring consistent customer experience, fulfilment outcomes and adherence to agreed service definitions.

	<ul style="list-style-type: none"> • Analyse request demand and fulfilment trends to inform: <ul style="list-style-type: none"> ○ Automation opportunities ○ Service simplification ○ Capacity and prioritisation decisions • Ensure Request Management insight feeds into service improvement and strategic planning. <hr/> <p>Service Reporting & Operational Insight</p> <ul style="list-style-type: none"> • Accountable for Group service performance reporting, ensuring information is accurate, timely, consistent and decision-grade. • Translate operational data into clear, meaningful insight for: <ul style="list-style-type: none"> ○ Senior Technology leadership ○ Operational resilience and risk forums ○ Audit and regulatory engagement • Move reporting from retrospective metrics to forward-looking indicators of service risk and stability. • Ensure management information supports Executive confidence and informed trade-off decisions.
People & Relationships	<ul style="list-style-type: none"> • Lead, coach and develop teams of Incident Managers and Problem Managers, setting clear expectations and capability standards. • Build a strong leadership culture centred on calm decision-making, collaboration and customer focus. • Manage performance, development and succession planning through the Group Performance Management framework. • Create a safe, inclusive environment where learning from failure is encouraged and embedded
Governance, Risk & Controls	<ul style="list-style-type: none"> • Ensure the Major Incident and Problem Management frameworks operate in line with: <ul style="list-style-type: none"> • ITIL good practice • Group policies and technology standards • Regulatory and operational resilience obligations • Provide evidence and assurance to support: <ul style="list-style-type: none"> • Internal and external audit • Risk and control reviews • Regulatory enquiries where required • Maintain appropriate controls over incident handling, communications and records.
Impact, Scale & Influence	<ul style="list-style-type: none"> • Build trusted relationships with senior stakeholders across Technology, Business, Risk and Resilience. • Exercise effective influence across a federated operating model, often without direct authority. • Hold suppliers to account for incident response, RCA quality and preventative actions. • Ensure multi-supplier incident response operates as a single, controlled team during major events.
Decision Making / Problem Solving	<ul style="list-style-type: none"> • Major Incident Management – Lead the response to high-severity incidents, including executive-level coordination, communication and decision support. • Problem Management – Ensure effective identification, prioritisation and resolution of underlying causes, reducing repeat incidents and operational risk. • Request Management – Oversee demand patterns, performance and fulfilment effectiveness, identifying opportunities for simplification and automation. • Service Reporting & Insight – Define and assure management information that supports operational, tactical and strategic decision-making. • Post-Incident Review & Learning – Ensure lessons learned are actionable, owned and embedded across teams and suppliers.
Comparable Roles	