

Job Description

Basic Job Information

Job Title	Service Transition Manager
Brand/Function	Information Technology
Department	IT Service and Operations
Job Grade	D/ D1
Location	Blakelands
Role Reports to	Senior Service Manager
Direct Reports	0
Budget Accountability	Yes – Agreed annually with Director

Job Purpose

Take full ownership of the transition management process, including the development, maintenance, and continuous refinement of associated templates and tools. Proactively identify opportunities for improvement, implement best practices, and ensure the process evolves in alignment with organizational goals and industry standards.

Responsible for planning, designing, and smoothly transitioning new or changed IT services into operational use. Ensure that services meet business requirements, are efficiently designed, and seamlessly integrated into existing operational processes.

Key Areas of Responsibility

- Own the transition management process, the templates, and drive continual improvement
- Accountable for aligning the transition management process (and other relevant ITSM processes) with the PEP, ensuring that all proposed changes are discussed with the process owner and relevant stakeholders, and formally initiating the change request process
- Execute and coordinate service transition projects / activities
- Manage third party suppliers to co-ordinate Transition process interfaces
- Take overall accountability for compliance with transition processes and policies
- Ensure operational readiness of new services (Service Readiness)
- Perform risk and impact assessments for new or modified services
- Provide expert input on monitoring and controlling release and deployment activities
- Advise on the execution of testing and validation activities
- Actively communicate with stakeholders regarding progress and risks
- Take full accountability for the handover to operations (Service Acceptance)
- Ensure proper documentation and effective knowledge transfer
- Support the development of standard service designs, their alignment with IT standards, security policies, and regulatory requirements, as well as their integration into a supplier strategy.

Compliance Responsibility

--

Working Relationships

• Business Stakeholders • Service Delivery Leads • Technical Operations Manager • Senior Managers • Business Partner Managers • Delivery Managers • Solution Architects • Suppliers • Testers

Skills

• ITIL Framework Expertise – Deep understanding of ITIL, especially Service Transition processes (e.g., Change Management, Release & Deployment, Service Validation). • Service Lifecycle Knowledge – Familiarity with the full IT service lifecycle, from strategy to operations. • Configuration and Release Management – Experience managing releases, deployments, and configuration items. • Project Management – Ability to plan, coordinate, and manage transition projects (often using methodologies like PRINCE2 or PMP). • Risk and Impact Analysis – Skilled in identifying, assessing, and mitigating risks during transitions. • Service Management Tools – Proficiency in tools like ServiceNow. • Documentation and Reporting – Skilled in creating transition plans, reports, and knowledge base articles. • Testing and Validation Tools – Familiarity with test management and validation tools.

Experience

• Deep experience in IT Service Management, specifically in service design or transition, in a complex and large organisation • Deep experience of managing internal and external supplier service provision and relationships in a large organisation / with multiple suppliers • Deep experience of managing relationships with other IS disciplines • Solid experience working with both agile and traditional project methodologies

Qualifications

• ITIL Certification
--

Career Pathways

--

Version Control

Date	Version No.	Reviewed by	Comments/Action
October 2025	1	I Lange	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on Life Online and therefore this document is uncontrolled if printed.			