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| **Role title:** | IT Environment Manager | **Responsible to:** | Senior IT Platform Manager |
| **Division:** | Member Experience, Digital & Data | **Department:** | Infrastructure & Operations |
| **Direct Reports and Level:** | Release Manager | **Scope:** | To oversee delivery and maintenance of all pre-production environments MPS have. They will ensure quality and speed in releases, maintaining consistency across environments, documenting variations, and automating deployment activities to reduce errors |
| **Scale:** | 1 PeopleEnvironment held by roleNo direct income generated |
| **Regulated Function(s) Held:** | No |
| **Evaluation Level** | Implement 1 | **Role Family** | Digital, Data & Change |

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| **Overall Role Purpose** |
| The purpose of the IT Environments Manager is to oversee delivery and maintenance of all pre-production environments MPS have. They will ensure quality and speed in releases, maintaining consistency across environments, documenting variations, and automating deployment activities to reduce errors.The role will own the cross-technology domain release management process, and is responsible for process design, optimisation and policy. Under the governance of change management, release management oversees the overall process by which the production environment is updated, upgraded and maintained. The IT Environments Manager will establish an Environments Framework to create roadmaps based on multiple project requirements, set environment guidelines, along with the provision and management of environments (release, refreshes) through the application lifecycle tooling and processes, pressing for automation and self-service provisioning as standard. |

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| **Accountabilities (RACI)** | **Measures of Success/KPI’s** |
| **Operational*** Contribute to the development and delivery of the MEDD divisional strategy. Create and maintain an Environments strategy to plan, cost and quality
* Lead on developing best practice Environment & Release management, monitoring and maintaining the related policies, processes and changes.
* Ensure team performance against agreed SLA and KPI targets to deliver excellent, global service to colleagues and members.
* Keep abreast and engage with vendors to manage updates, enhancements and changes to aid and assist with environmental management
* Support assigned projects/initiatives activity to ensure effective delivery of projects and changes to time, cost and quality and that can demonstrate a return on investment.
* Deploy and maintain the right volume and quality of environments based on the needs of each service, automating where possible.
 | * Corporate Strategic priorities Vs plan
* Division Plan delivery Vs plan
* Delivery of projects to plan
* Adherence to organisational policies and procedures.
* IT Service Reporting Pack and Balanced Scorecard
* Stakeholder feedback
* Deliverables Vs plan
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| **Financial*** Ensure that all Operational spend is managed within organisation policy reporting on variance to budget to the MEDD leadership team
* Capture ‘defect’ costs from projects ensuring known errors and workarounds are distributed to the correct operational teams.
* Capture running costs of each environment. Optimise there return through clear management and collaboration across teams.
 | * Departmental operational budget Vs Plan
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| **Member*** Seek opportunities to continuously improve ways of working (services, processes, tooling) and contribute to team, department and divisional continuous improvement projects.
* Drive operational efficiency, deliver on KPIs, SLA’s, financial targets and great member experience and outcome.
* Monitor and provide robust assessments of emerging risks and issues arising from business activities which fail to deliver appropriate and consistent outcomes for members or are likely to have a material adverse effect on the Group, its operation or financial security
* Provide support to the MEDD division to ensure fair treatment and outcomes for colleagues and the organisation ensuring compliance with associated policies.
 | * Net promoter score
* Member satisfaction survey results vs plan
* Reduction in the delivery lead time and reduced delivery costs
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| **People*** Take accountability for own CPD, training, competence, performance and engagement of self and colleagues, ensuring clarity on own accountabilities and comply with all law, governance, policy standards and processes.
* Develop a technical and soft skill training programme which promotes core, enhanced and cross skilled learning paths
* Develop colleague understanding of relevant processes and policies through on-going dialogue with colleagues and through periodic workshops.
* Maintain a strong culture of compliance across all relevant divisional and departmental processes, challenging if required to ensure processes are followed across the business.
 | * Delivery of Personal and Team Development Plan
* One to one / performance review meetings
* Compliance with Training and Competence Schemes
* Stakeholder feedback
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| **Risk*** Contribute to an environment where all colleagues in MEDD recognise the importance of adherence to policies and procedures, risk identification and management including vulnerabilities within the environments.
* Identify and report risks and issues identified within MEDD and across MPS to enable resolution and mitigation of potential impact on MPS, members and colleagues.
* Adhere to business processes and controls which are in place to manage the Department within risk appetite; comply with policies and regulatory requirements (as applicable)

Comply with applicable professional ethical guidance, external regulation and all relevant internal policy and procedures, including those relating to health and safety, data protection and information security. | * Programme and Project Risk management plans (RAID)
* IT Service Delivery Risk Register
* Compliance with organisational Risk & Control policies and processes
* Audit Actions completed in line with agreed management response
* Risk & Control Self- Assessments
* Continuous compliance with MPS Patching Policy
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| **Responsibilities (RACI)** |
| * Develop am Environments framework to establish a mature and repeatable process to deploy at scale a route to live capability.
* Ensure the Non-Production Environments are properly understood, managed (governed & coordinated) and “Fit for Purpose” for usage by the relevant SDLC teams and projects
* Automate configuration and provisioning: Reducing delays due to unplanned work and coordination issues.
* Ensuring environment consistency: Making stages, gates, and status visible to shorten feedback loops and allow immediate action when problems arise.
* Working with Architects and other teams, develop, implement and continually improve the Environment tooling and processes.
* Working closely with the Senior IT Platform Manager & Senior IT Operations Manager, ensure services, tools, skills and people work in a matrixed way to ensure environment provisioning can be consumed by the platform team and IT delivery squads
* Ensure a continuous Integration and continuous Delivery pipeline. Enable teams with tools to quickly assess build status, accelerate handoffs, and maintain visibility throughout the process.
* Management of the release program activities (for example, cross-domain release integration testing and assessment of release production worthiness) designed to provide key stakeholders with pertinent information, such as summary data, key performance indicators (KPIs) and metrics
* Ensuring adequate checks are in place and completed ahead of any release (production) - including managing any risks that affect the release scope
* Contribute to CAB meetings to discuss impact of changes to safeguard the production environment
* Releasing time for innovation: Providing teams with the capacity to trial new features and improvements.
* Act as an advocate for Member Experience, Digital & Data finding opportunities for innovation and delivery of technology solutions to MPS colleagues to the benefit of MPS.
* Undertaking other duties and tasks that from time to time may be allocated to the role holder that are appropriate to the level or role.
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| **Key Governance Responsibilities** |
| Change Advisory Board (CAB) – Attendee |

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| **Leadership Framework Competencies** | **Level** |
| Fresh Thinking | Leading Others |
| Building Capability in Self and Others | Leading Others |
| Influencing Others | Leading Others |
| Collaborating for Results | Leading Others |
| Leading Self and Others | Leading Self |
| Commercial and Risk Thinking  | Leading Others |

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|  | **Knowledge and Qualifications** | **Skills** | **Experience** |
| **Essential** | * Educated to a degree standard or equivalent business experience
* ITIL Foundation (v3 or v4)
* Best practices in Environment Management
* Advanced knowledge of the SDLC & continuous Integration and Development processes
 | * Strong written and verbal communication skills
* Strong organisational, planning, financial and time management skills
* Ability to manage and prioritise multiple people & tasks simultaneously
* Ability to coordinate cross-functional work teams toward task completion
* Demonstrated effective leadership and analytical skills
 | * Extensive environment management experience
* Experience in information systems operations environment
* Experience of using industry standard Environment & configuration management tools and code repositories
* Understanding the Environment Management process from an IT governance and security perspective
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| **Desirable** | * Service Asset & Configuration Management best practices
* Test Management best practices
* Change Management best practices
* Agile or Lean Certification
 | * Knowledge of orchestration tools
* Familiarity with DevOps concepts and tools
* Understand of testing software, technologies and processes
 | * Willingness to learn new technologies and apply the benefits to the business needs of MPS
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