

Job Title	Incident and Problem Manager
Department	IT
Reports to	Service Delivery Manager – Infrastructure
Grade	Grade 6
Purpose & Overview	<p>Wales & West Utilities (WWU) is seeking a highly skilled and initiative-taking Incident and Problem Manager to join our IT Service Delivery Team. This newly created position within the IT Service Management function is focused on overseeing the governance and effective execution of incident and problem management processes, ensuring that standards are consistently applied, monitored, and aligned with the organisation's objectives.</p> <p>In this role, you will drive continuous improvement by managing incidents and problems in line with best practices, ensuring timely root cause analysis (RCA), and implementing corrective actions to prevent repeat issues. Additionally, you will manage a dedicated team, including direct reports and services procured from our partners, providing direction, mentorship and fostering a high-performance environment while encouraging operational excellence and ongoing team development.</p> <p>You will work closely with cross-functional teams and partners, providing oversight on incident and problem resolution, ensuring high-quality service delivery across a multi-vendor outsourced environment. This position offers an opportunity to play a key role in maintaining the stability and efficiency of IT services in a Critical National Infrastructure (CNI) environment. If you are enthusiastic about service improvement, cultivating strong partner relationships, and tackling complex IT challenges, this role is an ideal fit for you.</p>
Key Accountabilities	<p>Governance & SLA Management: Lead the oversight of partner adherence to both incident and problem management SLAs, acting as the client-side authority on RCA (Root Cause Analysis) and corrective actions.</p> <p>Incident Management Oversight: Ensure that incidents are managed promptly and in line with best practices, facilitating effective resolution processes and minimising service outages.</p> <p>Vendor Performance Management: Collaborate in regular service reviews with partners to assess SLA compliance, evaluate RCA outcomes, and identify opportunities for continuous improvement.</p> <p>Incident & Problem Resolution: Drive post-incident reviews, ensuring vendors deliver high-quality RCAs, identify root causes, and implement effective preventive actions for both incidents and problems.</p> <p>Problem Management Process Oversight: Enforce best practices in problem management, ensuring partners follow rigorous RCA methodologies and deliver actionable, sustainable solutions for recurring issues.</p>

	<p>Team Leadership & Line Management: Lead and manage a high-performance team in incident and problem management, ensuring alignment with service management objectives. Provide coaching, mentorship, and regular performance reviews to support professional development and continuous improvement. Foster a collaborative environment focused on proactive problem resolution and operational excellence.</p> <p>Collaboration with Service Delivery: Work closely with Service Delivery Managers to integrate insights from incident and problem management into broader service delivery strategies and continuous improvement efforts.</p> <p>Reporting & Recommendations: Provide IT leadership with comprehensive reports and actionable insights on vendor performance, incident prevention, problem resolution, and overall service quality.</p> <p>Continuous Improvement: Collaborate with the wider IT team, WWU and Partner Service Delivery Managers to identify opportunities for process enhancements and lead initiatives to continuously improve incident and problem management disciplines.</p>
Technical Know-How & Skills	<p>Incident & Problem Management: In-depth knowledge of ITIL practices for managing incidents and problems, with hands-on experience in implementing these processes.</p> <p>Organizational Skills: Excellent at managing multiple tasks and priorities in a fast-paced, dynamic environment.</p> <p>Service Management Tools: Experience using tools such as ServiceNow to track, manage, and resolve incidents and problems.</p> <p>Vendor Management: Skilled in managing outsourced IT service partners, ensuring service delivery meets expectations in a high-pressure environment.</p> <p>Root Cause Analysis: Strong expertise in conducting RCAs to pinpoint the underlying causes of incidents and problems and implementing long-term solutions.</p> <p>Communication: Clear and effective communicator, able to explain technical issues and solutions to both technical and non-technical audiences.</p> <p>Collaboration: Ability to work seamlessly with cross-functional IT teams, support partners, and stakeholders to resolve issues and improve services.</p> <p>Documentation: Detail-focused, ensuring accurate and thorough documentation of incidents, problems, and resolutions.</p>

	<p>Continuous Improvement: Always looking for ways to refine processes, reduce incidents, and improve the overall efficiency of incident and problem management.</p>
Qualifications Required	<p>Proven experience in a management role, with a strong background in incident and problem management within IT service delivery.</p> <p>Solid understanding and practical experience with ITIL framework, specifically in incident, problem, and service management processes.</p> <p>Strong analytical skills with a focus on conducting Root Cause Analysis (RCA) and driving corrective actions.</p> <p>Excellent communication skills, with the ability to effectively engage both technical and non-technical stakeholders.</p> <p>Experience in process improvement, with an initiative-taking approach to optimising incident and problem management workflows.</p> <p>Desirable</p> <ul style="list-style-type: none"> • ITIL 4 Practitioner in Incident and Problem Management
Job Dimensions	<p>The successful candidate will be responsible for reporting directly to our Infrastructure Service Delivery Manager and will engage with stakeholders from across the business including executive management, technical teams, and field workers. The candidate will be expected to be equally at ease working with a field worker through to senior managers and executives.</p>
Main Interfaces	<p>Technology Support Service Manager, Service Delivery Managers both internal and external, Technical Teams, Cyber Security Team, WWU Service Teams (both internal and external) Project Managers, WWU Senior Managers and End Users, Partners, Colleagues & Vendors.</p>