

Service Assurance & Resilience Manager

About the job:

We are looking to recruit a Service Assurance and Resilience Manager to join our IT Service Management in Northampton. This is a full time role, working 35 hours per week Monday to Friday, based in our head office in Northampton, with some flexibility to work from home.

Reporting into the Head of Service Management, you will have responsibility for overseeing the implementation of iPSL's IT Service Assurance and Resilience Management framework in alignment with Business Continuity Management strategy and objectives.

Some of your key activities will include:

- To be accountable for the IT Service Assurance and Resilience capability in alignment with the Business Continuity Management strategy and objectives.
- To ensure the Service Assurance and Resilience capability aligns with ISO standards such as 22301, 27001, the Business Continuity Institute's Good Practice Guide 2018 and applicable legal and regulatory compliance.
- Review and maintain a structured governance programme for Service Assurance and Resilience Management that meets Internal and Client audit and reporting requirements.
- Deliver IT resilience assurance tests to meet the obligations set out in the iPSL Business Continuity Plan
- Maintain the system for setting and reviewing standards for IT Service Assurance and Resilience Management and ensure it operates within applicable Service Level Agreements and Operating Level Agreements.
- Ensure sustainable resilience and recovery (backup and restore) capability exists for IT Systems, to include on-premise and cloud, covering all of iPSL's technology platforms including legacy.
- Responsible for ensuring all 3rd party Service Providers are meeting their contractual SLAs and provide the evidence to show they are capable of meeting the Recovery Time Objectives and Recovery Point Objectives.
- Work with iPSL's Major Incident Management Team to define, agree and review the Disaster Recovery invocation process and disseminate this to all stakeholders.
- To ensure that IT Service Assurance and Resilience Management is embedded in BAU activities such as Change Management, Incident Management, Procurement, and Projects in order to align with changing environments and the maturity of the business
- Ensure that Company Policies, Standards and Standard Operating Procedures relating to IT Service Assurance and Resilience Management are always adhered to.

To be successful in the role you will need to have:

- Proven strategic leadership and relationship management capabilities, including experience with internal stakeholders, particularly senior and line of business management, as well as customers and 3rd party service providers.

- Demonstrable track record of operating effectively in a dynamic, fast paced, challenging and delivery focused environment containing blended teams (e.g. permanent, contract, vendor, Business/IT/operational teams, third parties)
- Familiarity with current IT terminology, technical concepts, recovery and resilience services such as VMware, Cloud technology's (SaaS, PaaS, and IaaS)
- Exercising & evidencing recovery capability to meet Finance Industry guidelines.
- Demonstrable track record of operating effectively in a dynamic, fast paced, challenging and delivery focused environment containing blended teams (e.g. permanent, contract, vendor, Business/IT/operational teams, third parties)
- Familiarity with current IT terminology, technical concepts, recovery and resilience services such as VMware, Cloud technology's (SaaS, PaaS, and IaaS)
- Exercising & evidencing recovery capability to meet Finance Industry guidelines.

Compensation & Benefits

If you have the knowledge and skills detailed above, then here are just some of the benefits available to you:

- Competitive salary, **£42,000 to £65,000** p.a. (depending on experience)
- £5,100 p.a. Car Allowance
- Generous holiday allowance – 25 days per year, plus 8 Bank Holidays
- Private family healthcare
- Funded healthcare cash plan
- Matched company pension contribution up to 7% and many more benefits!

An organisation is only ever as good as its people. Here at iPSL, our people power our vision and we go to great efforts to ensure we engage and invest in our people at every opportunity. You can find out more about [what's on offer when you work at iPSL](#) via our website.

How to Apply

Please apply [via this link](#) and make sure you enter the vacancy reference **537518** in your application.

If you are successful, a member of our team will contact you to arrange an interview – this could be either via telephone, video conference or in person. You can [find out more about our recruitment process](#) on our website.

Please note that due to the volume of applications we receive, we are not always able to respond directly. If you have not been contacted by 30th August 2022 we regret that you have not been successful in securing a position at the next stage of the process.