Role Profile

Job Title:	**Technical Transition Manager**
Location:	**Colindale (Hybrid)**
Department:	**Strategy & Innovation**
Directorate:	**Strategy & Innovation**
Grade:	**Grade L**
Type of Working:	**Hybrid Working**
Reports to:	**Cyber security Manager**

1. Job Purpose:

The Technical Transition Manager is responsible for planning, managing, and delivering the technical elements of the transition from the Council's long-term outsourced IT service provider to a hybrid delivery model.

The role will lead the technical transition of selected IT systems and services to new platforms, suppliers, or in-house arrangements, ensuring continuity of service, security, and value for money. The postholder will work closely with internal teams, incumbent and new suppliers, and business stakeholders to manage risks, dependencies, and technical change throughout the transition period.

2. Key accountabilities:

- Transition planning & delivery, leading the technical planning and execution of the transition from the incumbent outsourced IT provider to a hybrid delivery model
- Develop and maintain detailed technical transition plans, including milestones, dependencies, risks, and mitigation actions
- Assure a safe and secure transition period, to enable service continuity
- Coordinate multiple concurrent transition activities, ensuring alignment with the Council's wider transformation programme
- Systems & infrastructure transition, managing the technical transition of defined IT systems, platforms, and services to new solutions or operating models
- Oversee activities such as system migrations, data transfers, decommissioning of legacy systems, and onboarding of new suppliers or service
- Ensure all transitions meet agreed service levels, security standards, and architectural principles

- Supplier & stakeholder management acting as the technical lead in working with the incumbent outsource provider, new suppliers, and internal IT teams during transition activities
- Support contract exit and service handover activities from a technical perspective
- Engage with business and service stakeholders to ensure technical changes are understood, planned, and delivered with minimal disruption
- Manage governance, risk & assurance identifying, assessing, and managing technical risks associated with transition activities
- Ensure appropriate documentation, knowledge transfer, and handover are completed as part of each transition
- Provide regular progress reports and assurance to programme boards, senior management, and other governance forums
- Provide technical oversight provide technical leadership and assurance across transition activities, ensuring solutions are fit for purpose, secure, and support future service models
- Ensure compliance with relevant policies, standards, and regulatory requirements (e.g. security, data protection, resilience)
- Ensure that appropriate controls are in place and common standards adopted and applied to all changes to any live applications
- Design and oversee the transition to a sustainable support model, designing and implementing standard tools and functionality as appropriate
- Designs and manages tests of new/updated processes. Specifies test environment for whole life-cycle testing. Manages selection/creation of relevant scenarios for testing and ensures that tests reflect realistic operational business conditions
- Creates the business readiness plan, taking into consideration IT deployment, data migration, capability deployment (training and engagement activities) and any business activities required to integrate new digital processes

3. Financial Responsibilities:

No specific budget responsibilities but will be expected to ensure any financial or resource risk are flagged to wider programme. Contract value of the current IT contract is c£10m and finaicila assurance through transition will be an important aspect of the role

4. Health and Safety Responsibilities:

As an employee of the London Borough of Barnet, you are required to:
- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of wok and use devices/guards provided for safety.
- Wear/use personal protection equipment were issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

5. Promotion of Corporate Values
To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

TEAM BARNET

BARNET
LONDON BOROUGH

Caring for **people**, our **places** and the **planet**

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

6. **Flexibility**

    In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

7. **The Council's Commitment to Equality**

    To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

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Criteria	Essential/Desirable	Assessed by:
Professional Membership/Qualification		
Degree-level qualification or equivalent professional experience in IT, or a related discipline	Essential	Application
Professional certification in project, programme, or service management (e.g. PRINCE2, MSP, ITIL, Agile) or equivalent certification Relevant technical or cloud certifications (e.g. Microsoft, AWS, or equivalent).	Essential	Application & Interview
Experience & Knowledge		

Significant experience managing complex IT service or system transitions, including transition away from an outsourced or third-party provider	Essential	Application & Interview
Experience of delivering technical change programmes involving multiple systems, suppliers, and stakeholders	Essential	Application & Interview
Proven experience of managing suppliers and third parties in a transition or transformation environment	Essential	Application & Interview
Experience of planning and delivering system migrations, service handovers, or technology replacements	Essential	Application & Interview
Experience of working with both technical teams and non-technical business stakeholders	Essential	Interview
Experience working within local government or a wider public sector environment	Desirable	Interview
Experience of operating in a hybrid IT delivery model (in-house, outsourced, and cloud-based services)	Desirable	Interview
Experience of contract exit, service insourcing, or supplier onboarding activities	Desirable	
Strong understanding of IT service delivery, infrastructure, applications, and systems integration		
Understanding of information security, data protection, and resilience considerations during system transitions		
Awareness of enterprise architecture principles and their application during technology change		
Familiarity with public sector standards, policies, or regulatory requirements affecting IT services.		
Skill & Ability		
Excellent planning and organisational skills, with the ability to manage multiple concurrent transition activities.	Essential	Interview
Strong stakeholder engagement and influencing skills.	Essential	Interview
Ability to assess, manage, and mitigate technical and operational risks.	Desirable	Interview
Excellent communication skills, with the ability to explain complex technical issues clearly and concisely to a wide range of audiences.	Essential	Interview
Ability to work calmly and effectively under pressure and to tight deadlines	Desirable	Interview
Experience of producing technical transition documentation, plans, and assurance reports for senior governance forums	Desirable	Interview
Ability to coach or support internal teams through periods of technical change	Desirable	Interview

Strong analytical and problem-solving skills, particularly in complex or high-risk technical environments.	Essential	Interview

Values & Behaviours		

Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say "thank you" and "well done" where appropriate, and take time to 'check in' to see if the people I work with are ok	Essential	Interview
Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview

Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview

Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Essential	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview

Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview

Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Essential	Interview