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| **Role Title:** | Servicenow Platform Manager |
| **Report to (title):** | Head of User Services |
| **Function/Department:** | BTS – User Services |

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| **ABF BTS Overview** |
| \*Standard wording\* |

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| **Role Summary** |
| Servicenow Platform Manager is part of the Wider BTS Leadership Team reporting to the Head of User Services. Lead the governance, development, and continuous improvement of our ServiceNow ecosystem. As the Platform Owner, you will serve as the primary point of accountability for the performance, scalability, roadmap, and value delivery of the ServiceNow platform across the enterprise. You'll work cross-functionally with BTS, ABF Business Units, and external partners to ensure the platform supports organisational goals and evolves with changing business needs.Strong leadership, senior stakeholder management existing experience in the Servicenow Enterprise environment and operational know-how are critical to the success in this role. This role manages diverse internal stakeholders, balances competing business unit priorities and plays an active role in analysing the goals which contribute to the BTS strategy and roadmap.  |

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| **Role Responsibilities/Accountabilities** |
| **Strategic Ownership:*** Define and maintain the platform strategy and roadmap aligned with organisational goals.
* Ensure alignment with ITSM, ITOM, HRSD, CSM, and other business process strategies.
* Serve as the primary liaison between business stakeholders and technical teams.

**Platform Governance & Administration:*** Oversee platform governance, including best practices, standards, and compliance.
* Ensure license management and cost optimisation.
* Manage vendor relationships and stay current on product updates and roadmap.

**Delivery & Performance:*** Act as a key evangelist of the Servicenow Platform.Develop and own the Servicenow Platform Roadmap for ABF.
* Drive the delivery of enhancements, upgrades, and new modules.
* Manage backlog, prioritisation, and release planning in coordination with BTS and BU IT teams.
* Oversee performance monitoring, issue resolution, and user experience optimisation.

**Stakeholder Engagement:*** Partner with business units to identify and evaluate use cases.
* Facilitate workshops and requirement-gathering sessions.
* Evangelise platform capabilities and drive user adoption.
* Collaborate and coordinate with Business Partners when working on topics that impact multiple BUs

**Team Leadership:*** Leadership and development of Servicenow Platform Team.
* Lead or collaborate with cross-functional development teams, system administrators, and business analysts.
* Provide direction to internal/external ServiceNow developers and integrators
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| **Shift/Working Pattern** |
| M-F – 0830 – 5pm and will also require being available On Call (evenings / weekends) as part of a rota. |

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| **Experience, Knowledge, Skills & Attributes** |
| Essential | Desirable |
| Experience of working in a Service Management environment either with global house IT Teams or as part of a Managed Service Provider. | ServiceNow Certified Application Developer (CAD)ServiceNow Certified System Administrator (CSA)ServiceNow Certified Implementation Specialist (any module) |
| Knowledge of building and managing a Servicenow CoE. (ITSM, ITOM, HRSD, Integration Hub) |  |
| Strong leadership skills, able to inspire, motivate and coach people and delegate effectively |  |
| Significant experience of defining, executing and delivering operational transformational service strategies, resulting in operational excellence and best in class services |  |
| Experience of establishing credible relationships with operational and senior leadership within IT and Business community with examples of driving IT and Business change agenda. |  |
| ITIL v4 certification at Foundation Level |  |
| Knowledge of Service Management Toolset |  |
| Strong experience of successfully managing and winning over diverse variety of stakeholders |  |

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| **Decision Making, Influence & Key stakeholders** |
| Accountable for service delivered to ABF Businesses hence relationship with Senior Leadership teams and Operational Leadership Teams within BTS and Business IT Teams. |

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| **Other Information** |
| Some travel might be required along with some flexible working to suit ABF Businesses. |