

Service Catalogue Specialist



Too many older people have no one to turn to for support. We believe no older person should have to struggle alone. We're Age UK, the UK's leading charity for older people. We provide information, support, friendship and advice when it's needed most. Our services are a lifeline – could you help us reach even more people who need us?

The job, in a nutshell

The Service Catalogue Specialist will provide a single source of consistent information on all services and service offerings by capturing, documenting and publishing Service Catalogue entries, ensuring it is available to relevant audiences.

What you'll do for us:

The Service Catalogue Specialist has delegated ownership of the Service Catalogue Process and is responsible for ensuring the Catalogue Management process is adhered to. The catalogue will provide a source of consistent information about available services and products to customers and users.

You will:

- Identify Services that should be included in the Service Catalogue.
- Document the Service offering in terms familiar to the audience.
- Ensure all stakeholders sign-off on the Service offering.
- Ensure the publication of new Service Offering.
- Maintain published Service Offerings.



“The D&T Team at Age UK are friendly and collaborative, with a vast array of knowledge in different technical areas. I feel very fortunate to have so much support and various opportunities available to me, to develop myself professionally whilst contributing towards a cause which helps so many older people in so many different ways.”

Liam Blaydon
DESKTOP SUPPORT
ANALYST

Our values



Collaborative



Impactful



Ambitious



Inclusive

Service Catalogue Specialist



- Assist in communication and promotion of the Service Offering
The Service Catalogue Specialist reports to the Service and Supplier manager within the IT Service Delivery Team, who owns and sponsors the Catalogue Management process.

Activities may include, but are not limited to:

- Publishing and maintaining information about available services.
- Tracking the list of available services as new services are introduced and current services are amended or retired.
- Making the catalogue useful and easy to use.
- Customising the information published according to the needs of specific audiences — such as for users — for customers, for service providers.
- Supporting discussion of standard and non-standard service offerings.
- Enabling automation of service requests and service fulfilment where appropriate.
- Collating information needed to populate the service catalogue.
- Editing and maintaining service and product descriptions and keeps the list of available services up to date.
- Acting as a contact point, receiving and handling routine updates to the service catalogue.
- Identifying opportunities to improve service catalogue management processes.
- Contributing to the design and implementation of a service catalogue.
- Enabling automation of service requests and order fulfilment.
- Providing advice and guidance on the information to be included in the service catalogue.
- Contributing to reviews and improvement of the catalogue and of service catalogue management processes.
- Managing the creation and maintenance of a catalogue of services.
- Ensuring that the service catalogue is complete and current.
- Works with service owners to ensure consistency and accuracy of the service catalogue entries.
- Completing regular reviews of the catalogue with stakeholders to ensure relevance to business needs and requirements.
- Managing the service catalogue management processes.

Location

Hybrid London

People management

No

Division

Group Finance
(Finance, D&T, Strategy)



ageuk.org.uk

Age UK, 7th Floor, One America Square, 17 Crosswall, London EC3N 2LB.
Registered charity number 1128267. Company number 6825798.

Service Catalogue Specialist



Must have:

- The post holder should have significant experience in an IT Service environment.
- Strong communication skills both oral and written, Self-motivated and pro-active, with the ability to remain calm under pressure.
- Proven experience of coordinating and engaging extensively with multiple stakeholders at all levels.
- Experience of working with automated ITSM tools/platforms.
- Strong analytical and problem-solving skills.
- Knowledge of ITIL and Service Delivery best practices.
- Excellent communication skills.
- Effective collaborator.
- The ability to focus and prioritise in a high-pressure environment.
- Analytical with a high degree of attention to detail.
- Excellent relationship management and influencing skills.
- Excellent communication skills across a variety of mediums, to all levels of the business.

Great to have:

- ITIL v3/v4 foundation.

Any other details:

- Occasional travel to other Age UK sites to enable performance of the duties and responsibilities and for the purposes of maintaining and updating professional skills and development.
- Hybrid and remote working require that the candidate meet these additional requirements:
 - Internet bandwidth: 40Mbps minimum.
 - Internet connectivity: Wired / ADSL / Fibre.
 - Stable and safe working environment.

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