

		<b>ROLE PROFILE</b>			
		Major Incident Management Lead			
<b>Reports to:</b>	Senior Manager - IT Shared Service (Major Incident and Insight)				
<b>Grade:</b>	Lead Professional / Technical			<b>Job Family:</b>	IT Service
<b>Leadership Responsibility:</b>	Direct Reports:	0	Indirect Reports:	0	<b>Regulatory Information:</b> Not Applicable
	<b>Location:</b> Binley, Coventry or Manchester. Team-led hybrid working arrangements apply.				
<b>Effective Date:</b>	V1 08/05/2026			<b>WD Job Code:</b>	JC_1576
<b>ABOUT THE ROLE</b>					
<p>The Lead Major Incident Manager provides authoritative command, leadership, and assurance for the most severe and business critical incidents impacting customers, colleagues, or regulatory obligations across the Group. Responsible for taking control of high impacting customer, business or colleague incidents, driving fast resolution and minimizing disruption to customers. This is a senior high-pressure role that requires a level of technical understanding, leadership and communication. You will lead the end-to-end management of major incidents, ensure timely resolution whilst maintaining clear communication with stakeholders and 3rd party suppliers.</p> <p>Operating as the <b>incident commander of last resort</b>, this role takes control during high-risk, multi-tower, or supplier-impacted incidents where senior stakeholder confidence and service reputation are at risk. The role ensures rapid stabilisation of live incidents, maintains clear executive-level communication and governance, and constructively challenges technical proposals where resolution actions introduce new or disproportionate risk</p> <p>In addition to real-time command, the Lead Major Incident Manager acts as a <b>coach and mentor</b> to other Major Incident Managers, shaping capability, behaviours, and confidence under pressure. They play a key role in developing runbooks, playbooks, training, and escalation models to continuously strengthen organisational incident readiness.</p> <p>This is a senior leadership role, aligned to the organisation’s leadership capability framework, requiring calm authority, strong judgement, and the ability to create psychological safety while driving decisive outcomes.</p>					
<b>ABOUT YOU</b>					
<p>You are a composed and credible incident leader who thrives in complex, high-pressure environments and is trusted by senior stakeholders to take control when it matters most.</p> <p>You adopt a <b>servant-leader mindset</b>, prioritising customer outcomes, team effectiveness, and organisational resilience over hierarchy. You instinctively balance pace with control and are confident stepping in, stepping back, and coaching others in live situations.</p> <p>You are highly self-aware and emotionally intelligent, understanding how your presence, tone, and decisions influence teams and stakeholder confidence during crisis situations. You are resilient, adaptable, and able to maintain clarity of thought while managing ambiguity and competing priorities.</p>					
<b>REQUIREMENTS:</b>					
<ul style="list-style-type: none"> <li>7–10+ years’ experience in one or more of the following: Major Incident Management, Operations Command / Control or Senior Incident or Problem Management roles</li> <li>Strong experience operating within complex, multi-supplier environments, Proven experience commanding severe, high-impact Major Incidents</li> <li>ITIL certified or able to demonstrate equivalent practical experience ITIL 4 Foundation &amp; one or more of the following, ITIL 4 Specialist: Create, Deliver &amp; Support ITIL 4 Strategist: Direct, Plan &amp; Improve</li> </ul>					

- Proven record of mentoring and developing junior team members.
- Working in Agile\Devops\SAFe models would be an advantage
- Experience within regulated and/or customer-critical environments (financial services desirable)

<b>YOUR KEY RESPONSIBILITIES.</b> (Additional detailed performance objectives will be set by your manager)	
<b>General Profile</b>	<ul style="list-style-type: none"> <li>• Acts as Incident Commander for: Customer impacting outages, Widescale or prolonged service disruption, Regulatory reportable incidents across the Group</li> <li>• Calm under pressure, facilitation and command skills with the ability to make informed decisions.</li> <li>• Takes control where: Multiple technology or service towers are involved, Third-party suppliers are failing or unresponsive, Executive confidence, service reputation, or customer trust is at risk</li> <li>• Establishes clear incident structure, roles, and decision authority throughout the lifecycle of the incident</li> <li>• Lead Post Incident Reviews (PIRs) ensuring Root Cause Analysis is completed.</li> <li>• Drives tangible improvements that reduce the frequency and impact of major incidents through matrix-led leadership and effective problem management.</li> <li>• Ensures the right technical teams are engaged quickly, remove blockers and escalate issues.</li> </ul>
<b>People &amp; Relationships</b>	<ul style="list-style-type: none"> <li>• Works collaboratively to build and maintain effective working relationships with teams across the organisation</li> <li>• Promote Servant leadership behaviours; be empowered to highlight occasions these behaviours are not evidenced and role model the Society's Values and Leadership Capabilities</li> <li>• Promotes a safe environment to allow new ideas or challenges to be discussed</li> <li>• Coaches and mentors Major Incident Managers during live incidents, increasing confidence, consistency, and decision quality</li> <li>• Provides constructive feedback and learning following incidents to build individual and team capability</li> <li>• Acts as an escalation point for incident leadership queries</li> </ul>
<b>Governance, Risk &amp; Controls</b>	<ul style="list-style-type: none"> <li>• Shapes and maintains: <ul style="list-style-type: none"> <li>○ Major Incident runbooks</li> <li>○ Playbooks and escalation models</li> <li>○ Training and scenario simulations</li> </ul> </li> <li>• Ensures clarity on who to engage and escalate to for: <ul style="list-style-type: none"> <li>○ Priority 1 incidents</li> <li>○ Digital and customer-facing service failures</li> </ul> </li> <li>• Supports post-incident reviews and assurance activity, ensuring outcomes focus on learning, prevention, and resilience</li> <li>• Provides sign-off for both peer and formal reviews of documentation and representation in relevant governance forums.</li> <li>• Provides consistent and accurate management information to senior management team</li> <li>• Encourages a culture of risk identification and appropriate action</li> </ul>
<b>Impact, Scale &amp; Influence</b>	<ul style="list-style-type: none"> <li>• Impacts all teams across the organisation</li> <li>• Contributes to the delivery of process changes to improve effectiveness and usability for business value.</li> </ul>

<b>Decision Making / Problem Solving</b>	<ul style="list-style-type: none"> <li>• Makes rapid, high-impact decisions under pressure with incomplete information</li> <li>• Influences operational outcomes across all technology and service domains</li> <li>• Protects customer experience, service reputation, and regulatory standing during major disruption</li> <li>• Contributes directly to the maturity and credibility of the organisation's Major Incident capability</li> <li>• Helps the Group drive insight and support strategic decision making by generating, analysing and interpreting data and identifying areas for further investigation in your specialist area and beyond.</li> </ul>
<b>Comparable Roles</b>	