

Incident Problem and Change Lead



Purpose

The Incident Problem and Change Lead helps keep TSB's technology services reliable and resilient by leading effective Incident, Problem and Change Management practices across Technology.

The role provides hands-on leadership during significant technology incidents, helps teams identify and address the underlying causes of recurring issues, and provides effective governance over technology change. It also continuously improves how we work, using data, automation, modern ITSM practices and strong relationships to simplify processes, strengthen accountability and reduce disruption for our customers and people.

Role dimensions

Reports to: Resilience Lead

Department: Technology Services

Job family: Technical Specialist

Location: New Plymouth, AKD, WEL

Direct Reports: N/A

Financial Authority: N/A

Person specifications

You'll bring:

- Strong practical experience in Incident, Problem and/or Change Management within a complex technology environment.
- Experience coordinating or providing leadership during significant technology incidents.
- Sound understanding of ITSM principles and their practical application.
- Strong facilitation, written and verbal communication skills, including the confidence to operate effectively under pressure.
- Ability to influence stakeholders, embed improvements and achieve defined outcomes.

Role specific areas of responsibility

INCIDENT MANAGEMENT

- Lead and continuously improve TSB's high-severity and normal Incident Management practices, focusing on reducing the duration and impact of technology incidents.
- Take an active leadership role during P1 and P2 incidents, supporting Incident and Recovery Managers and helping teams maintain effective coordination, decision-making and communication.
- Participate in the shared major incident on-call roster.
- Lead post-incident reviews, ensuring root causes, lessons and improvement actions are transparent, owned and followed through.
- Facilitate application-specific scenario and tabletop exercises so technology teams and business stakeholders understand their roles during significant incidents.

PROBLEM MANAGEMENT

- Own and continuously improve the Technology Problem Management practice and lead regular forums that create visibility, accountability and effective prioritisation.
- Support teams to investigate recurring issues, identify root causes and implement sustainable solutions.
- Provide reporting and insight into incident and problem trends, service level performance, ageing, actions and outcomes.

CHANGE MANAGEMENT

- Provide governance and leadership across Technology Change Management, including shared responsibility for facilitating CAB and assessing technology changes.
- Work with technology teams to strengthen change quality, risk assessment and governance while keeping processes practical and proportionate.
- Use incident and change data to identify opportunities to reduce change-related disruption.

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Person specifications continued

You'll bring:

- Strong analytical skills and the ability to turn operational data into meaningful insights and actions.
- A continuous-improvement mindset and a practical approach to simplifying processes.

Ideally, you'll also have:

- ITIL knowledge or certification.
- Experience with ManageEngine ServiceDesk Plus Cloud, or a comparable ITSM platform.
- Experience with Power BI or equivalent reporting tools and ITSM automation.
- Exposure to Configuration Management, CMDB practices and technology business continuity.

Role specific areas of responsibility continued

SERVICE MANAGEMENT & CONTINUOUS IMPROVEMENT

- Build understanding and adoption of good ITSM practices across Technology, engaging stakeholders so process improvements are understood and embedded.
- Improve and simplify ITSM practices through automation and effective use of the service management toolset.
- Support the ongoing development of Configuration Management, CMDB practices and configuration reporting.
- Coordinate the maintenance and periodic exercising of Technology's Business Continuity Plan, working with technology and resilience stakeholders to ensure arrangements remain current and effective.

From time to time there may be additional activity not contained within this position description that the appointee is to complete in the interests of the appointment and their own personal development.

This position description provides a broad overview of responsibilities and is a living document; the bank reserves the right to amend it from time to time as required.