

Job Title:	Service Now Development Lead
Reports to (job title):	Service Delivery Manager
Line Manager to:	Service Now Developer

Job purpose

We are seeking a highly motivated and experienced ServiceNow Lead, supporting the organisation in delivering a modern, efficient, and value-driven IT service. This vital role will own, lead, and develop the ServiceNow platform, ensuring it delivers optimal value through automation, user experience, integration, and reporting capabilities.

As a subject matter expert and platform owner, you will drive continuous improvement, lead service transformation initiatives, and work closely with internal stakeholders, third-party suppliers, and ServiceNow to ensure we maximise value from our licensing and subscriptions. You will also act as the point of escalation for complex issues, guiding the technical and functional roadmap of our ServiceNow environment.

This role will suit an experienced ServiceNow professional who thrives in a fast-paced, changing environment and who is passionate about process optimisation, stakeholder engagement, and delivering measurable outcomes.

Key responsibilities

Strategy & Roadmap Leadership

- Define, own, and manage the ServiceNow strategy and roadmap, aligning the platform with HCRG Care Group's broader digital transformation and IT operational goals.
- Ensure the platform supports current and future business needs, with a focus on efficiency, scalability, and security.

Technical Ownership & Development

- Lead the design, configuration, and development of ServiceNow applications, workflows, and modules that address complex business challenges.

- Oversee technical delivery of ServiceNow projects, ensuring high performance, user experience, and alignment with NHS and internal compliance standards.
- Drive the development and enhancement of ServiceNow capabilities to support remote endpoint services and national IT support operations.

Platform Optimisation & Integration

- Ensure the platform is fully leveraged across the business, optimising existing modules and identifying opportunities for integration with other enterprise systems (e.g. asset management, security, endpoint tools).
- Support operational readiness by enabling workflow automation, knowledge management, and asset lifecycle tracking through ServiceNow.

Stakeholder & Supplier Management

- Act as the primary liaison between technical teams, business stakeholders, and third-party suppliers, including ServiceNow.
- Translate business requirements into effective technical solutions and communicate development progress and value delivery to stakeholders.
- Maximise ROI from ServiceNow licensing and service engagements through proactive supplier and contract management.

Change Management & Continuous Improvement

- Lead the change management process for new ServiceNow capabilities, ensuring successful rollout with minimal disruption to operations.
- Identify and implement continuous improvement opportunities across ITSM and related services, ensuring ServiceNow remains modern, secure, and aligned with HCRG's strategic goals.

Mentoring, Documentation & Best Practice

- Provide technical leadership and mentorship to junior developers and engineers in the Endpoint Engineering and wider IT Operations teams.
- Promote and enforce ServiceNow development standards and best practices across all projects.
- Maintain comprehensive documentation of configurations, customisations, processes, and support materials to ensure platform knowledge is shared and sustainable.

Operational & Endpoint Support

- Serve as a senior escalation point for complex ServiceNow and endpoint issues, supporting the remote-first model and national support operations.
- Ensure endpoint-related workflows (e.g. asset, incident, request, patching) are effectively managed through the ServiceNow platform.
- Collaborate with the Information Security team to ensure platform governance, data protection, and secure integrations.

National Support & Mobilisations

- Support mobilisation and service transition activities, ensuring ServiceNow is fully configured to support new or exiting services.
- Provide occasional national travel to services for project delivery or face-to-face engagement.

Proposed Job Plan

- Act as the strategic and technical owner of the ServiceNow platform across HCRG Care Group, ensuring it is optimised to support a large and complex healthcare organisation.
- Lead the development, configuration, and ongoing improvement of the ServiceNow roadmap to meet the needs of both corporate and front-line healthcare services.
- Drive service management improvements through workflow automation, self-service, knowledge management, and reporting that support efficient clinical and non-clinical operations.
- Act as a senior escalation point for ServiceNow-related issues, working closely with the National IT Endpoint Engineering team and wider IM&T functions.
- Ensure that the ServiceNow platform effectively supports the delivery of high-volume, remote-first endpoint support across a nationally distributed workforce.
- Work in close collaboration with ServiceNow and relevant suppliers to maximise value from licensing, professional services, and product adoption.
- Manage and develop core ServiceNow modules including Incident, Request, Problem, Change, CMDB, Asset Management, and Knowledge Management, ensuring alignment with ITIL and DSPT NHS Digital Standards where appropriate.
- Lead efforts to improve ITIL-aligned processes to better support service delivery within a healthcare environment, focusing on safety, performance, and user experience.
- Create and maintain high-quality system documentation, knowledge base content, user guidance, and internal training materials to support consistent and effective platform use.
- Collaborate with EUC operations including software deployment, patch management, security compliance, and lifecycle tracking by integrating ServiceNow capabilities with the broader IT environment.

- Collaborate with Information Security to ensure that service management processes and data meet internal policies and external regulatory requirements relevant to healthcare delivery.
- Provide input into project planning, mobilisation, and service transitions, ensuring ServiceNow is configured to support new or changing healthcare services.
- Actively manage relationships with internal stakeholders, clinical systems, and suppliers to ensure shared understanding and successful delivery of outcomes.
- Provide expert-level support and guidance to endpoint engineers, field teams, and the service desk to ensure platform capabilities are fully utilised.

Education & Qualifications

Essential:

- Educated to degree level in Computer Science, Information Technology, or a related field, or equivalent work experience.
- Certification in ServiceNow Administration or Development.

Desirable:

- Prince 2 Agile Practitioner
- Benefits Realisation Qualifications

Knowledge and Experience:

- Extensive experience in designing, developing, and implementing ServiceNow solutions within a large-scale enterprise environment.
- Proven experience in leading the development and delivery of complex ServiceNow modules and customisations.
- Experience in managing the ServiceNow platform strategy and aligning it with the business's digital transformation goals.
- Strong experience in working with stakeholders to gather requirements and translate them into functional ServiceNow solutions.
- Experience in mentoring and leading a technical development team, ensuring best practices are followed.

Specific Skills

- Expert knowledge of the ServiceNow platform, including ITSM, ITOM, HRSD, CSM, and other relevant modules.

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- Strong technical skills in JavaScript, REST/SOAP APIs, and web technologies (HTML, CSS, AngularJS).
- In-depth understanding of the ServiceNow platform architecture, data model, and integration capabilities.
- Strong knowledge of IT service management principles and best practices, including ITIL.
- Excellent analytical and problem-solving skills, with the ability to design innovative ServiceNow solutions that address business needs.
- Strong communication skills, able to explain technical concepts and solutions to both technical and non-technical audiences.
- Ability to manage change control processes and lead the implementation of new functionalities with minimal disruption.
- Knowledge of development best practices, such as Agile and DevOps, and experience in applying them within a ServiceNow environment.

Personal Attributes:

- Highly motivated, with a strong focus on delivering high-quality solutions.
- Able to manage multiple priorities and work effectively under pressure in a dynamic environment.
- Strong leadership and mentoring skills, with the ability to build a high-performing team.
- Excellent relationship-building skills, with the ability to engage and influence stakeholders at all levels.
- Strategic thinker, with the ability to align technical solutions with broader business objectives.
- Willingness to continually learn and stay up to date with ServiceNow developments and industry trends.

Our values

Our values are our moral compass and core to our DNA. They underpin the way we deliver our services and treat those who use our services.

To many organisations values are just words which don't translate into reality of the day to day but our values flow through everything that we do, they define who we are, what we stand for and set the expectations of our colleagues, communities, customers and partners. They have been defined by our colleagues and have been integral to our journey so far and will be integral to our future as well.

We have three values which help us stand out from the crowd, not just because there's only three, but because they are unique to who we are. We care, we think, and we do.

Care	Think	Do
<ul style="list-style-type: none"> • Inspire • Understand • Communicate 	<ul style="list-style-type: none"> • Challenge • Improve • Learn 	<ul style="list-style-type: none"> • Accountability • Involve • Resilience

Confidentiality and Information Security

As our employee you will be required to uphold the confidentiality of all records held by the company, whether patients/service records or corporate information. This duty lasts indefinitely and will continue after you leave the company's employment.

All information which identifies living individuals in whatever form (paper/pictures, electronic data/images or voice) is covered by the 2018 Data Protection Act and should be managed in accordance with this legislation. This and all other information must be held in line with NHS national standards including the Records Management: NHS Code of Practice , NHS Constitution and HSCIC Code of Practice on Confidential Information and should only be accessed or disclosed lawfully. Monitoring of compliance will be undertaken by the Company. Failure to adhere to Information Governance policies and procedures may result in disciplinary action and, where applicable, criminal prosecution.

Information governance responsibilities

You are responsible for the following key aspects of Information Governance (not an exhaustive list):

- Completion of annual information governance training
- Reading applicable policies and procedures
- Understanding key responsibilities outlined in the Information Governance acceptable usage policies and procedures including NHS mandated encryption requirements
- Ensuring the security and confidentiality of all records and personal information assets
- Maintaining timely and accurate record keeping and where appropriate, in accordance with professional guidelines
- Only using email accounts authorised by us. These should be used in accordance with the Sending and Transferring Information Securely Procedures and Acceptable Use Policies.
- Reporting information governance incidents and near misses on CIRIS or to the appropriate person e.g. line manager, Head of Information Governance, Information Security Lead

- Adherence to the clear desk/screen policy
- Only using approved equipment for conducting business

Governance

Clinical governance is a framework through which organisations delivering health and care services are accountable to continuously improving the quality of their services and safeguarding high standards of care by creating an environment in which clinical and other forms of care flourishes. Employees must be aware that clinical governance places a duty on all staff to ensure that the level of care services they deliver to patients is safe and high quality, and that they follow/comply with our policies and procedures.

Registered Health Professional

All staff who are a member of a professional body must comply with standards of professional practice/conduct. It is the post holder's responsibility to ensure they are both familiar with and adhere to these requirements.

Risk Management/Health & Safety

The post holder has a responsibility to themselves and others in relation to managing risk, health and safety and will be required to work within the policies and procedures laid down by the company. Staff are required to observe the Hygiene Code and demonstrate good infection control and hand hygiene.

Employees must be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedures are carried out to maintain a safe environment for other employees, patients and visitors. It is essential to observe strict fire and security precautions at all times.

All staff must report accidents, incidents and near misses so that the company can learn from them and improve safety.

Safeguarding Children and Vulnerable Adults Responsibility

We are committed to safeguarding and promoting the welfare of children and adults at risk of harm and expects all employees to share this commitment.

Medicines Management Responsibility

Nursing or registered healthcare professionals

Undertake all aspects of medicines management related activities in accordance within the company's medicines policies to ensure the safe, legal and appropriate use of medicines.

Skilled non-registered staff

Undertake all aspects of medicines management related activities in accordance with the company's medicines policy where appropriate training has been given and competencies have been achieved.

Policies and Procedures

All colleagues must comply with the Company Policies and Procedures which can be found on the company intranet.

General

We are committed to serving our community. We aim to make our services exemplary in both clinical and operational aspects. We will show leadership in identifying healthcare needs to which we can respond and in determining the most cost-effective way of doing so.

We recruit competent staff that we support in maintaining and extending their skills in accordance with the needs of the people we serve. We will recognise the commitment from our staff to meeting the needs of our patients.

The company recognises a "non-smoking" policy. Employees are not able to smoke anywhere within the premises or when outside on official business.

Equal Opportunities

It is the company's intention to be an employer of choice and ensure that no job applicants or employees are unfairly disadvantaged on the grounds of gender, disability, race, ethnic origin, colour, age, sexual orientation, religion or belief, trade union membership or any other factors that are not relevant to their capability or potential. To this end, the company has an Equality and Diversity policy and it is the responsibility of each employee to contribute to its success.

Job Description

Flexibility Statement

This job description is not exhaustive and may change as the post develops or changes to align with service needs. Any such changes will be discussed directly between the post holder and their line manager.

Employee signature

Manager signature
