Incident Manager

About the Team and the Role

Digital, Data & Technology (DDaT) enables Mencap to deliver safe, reliable and effective services for people with a learning disability. Colleagues across the organisation rely on digital systems and services to communicate, access information and support the delivery of services.

The Incident Manager plays a key role in ensuring that technology incidents affecting colleagues or services are managed effectively and resolved as quickly as possible.

The role is responsible for coordinating the response to incidents across Digital, Data & Technology and ensuring that appropriate technical teams are engaged to investigate and resolve issues.

Working closely with the Help Desk, platform engineering teams and application specialists, the Incident Manager ensures that incidents are prioritised appropriately, that communication is clear and that resolution activities are coordinated effectively.

The role also supports the management of higher priority incidents affecting multiple users or critical systems. In these situations the Incident Manager coordinates the response across teams, ensuring that technical specialists work together to restore services as quickly as possible.

The Incident Manager works closely with the Help Desk – Squad Lead and Help Desk Service Coordinator to ensure that incidents are handled in line with defined service management practices.

Has authority to direct technical teams during major incidents, regardless of reporting lines, to ensure rapid service restoration.

The role supports the implementation of incident management processes aligned with ITIL and helps ensure incidents are recorded, prioritised and resolved consistently across the organisation.

The role ensures incident records, post-incident reviews and operational documentation are maintained to a high standard. The role supports service transition and operational readiness activities for significant platform or service changes.

In addition to coordinating active incidents, the role also contributes to improving incident management practices by identifying patterns in operational issues and supporting the Investigation of recurring incidents.

The Incident Manager reports within the Technology Operations domain and plays an important role in maintaining the reliability and stability of the organisation's digital services.

Regular onsite presence is expected in either the London or Peterborough office to support team leadership, stakeholder engagement and effective oversight of Help Desk operations. The role may also require ad-hoc travel to other Mencap locations to support service delivery and engage with colleagues where necessary.

What you will bring to the role (Essentials)

Experience coordinating technology incidents or operational issues within a service or support environment.

Takes control of incident response during major incidents, directing technical teams to ensure rapid and effective service restoration

Strong understanding of incident management practices and the importance of restoring services quickly and safely.

Experience working with service management or ticketing systems.

Ability to coordinate technical teams during operational incidents.

Strong organisational skills and the ability to manage multiple incidents simultaneously.

Ability to remain calm and structured when managing high-pressure situations.

Strong communication skills with the ability to provide clear updates to colleagues and stakeholders during incidents.

Owns post-incident reviews (PIRs), ensuring root causes are identified and corrective actions are tracked to completion.

Coordinate operational response to cyber security incidents.

Direct technical teams during security incidents to ensure containment, remediation and recovery activities are completed effectively.

Work alongside the Information Security Manager during security incidents, with responsibility for operational coordination whilst the Information Security Manager provides security leadership and risk-based decision making.

Works with the Principal Platform Engineer and Enterprise Architect to ensure recurring incidents are addressed through structural improvements aligned to platform and enterprise design principles.

Maintain accurate incident records, post-incident reviews, action tracking and operational reporting documentation.

Experience coordinating technical teams during infrastructure, platform or service outages.

Experience contributing to operational governance processes including CAB, PIRs and problem management.

Experience working collaboratively with cyber security, infrastructure and delivery teams during operational incidents.

Experience working with technical teams to investigate and resolve system issues.

Ability to analyse incident data to identify patterns and opportunities for improvement.

Understanding of IT service management frameworks such as ITIL.

Strong attention to detail and the ability to ensure incidents are recorded and managed accurately.

A commitment to Mencap's values and a desire to support the organisation's mission to improve the lives of people with a learning disability.

Please note: This job description is not intended to be exhaustive. Duties and responsibilities may evolve over time to reflect the needs of the organisation and the role.

“This isn’t just a job - it’s a chance to help change the lives of people with a learning disability and their families. If you’re passionate about making a difference, join Mencap in building a more inclusive future.”

Mencap and our Commitment to Safeguarding

Mencap is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults, and expects all staff and volunteers to share this commitment.

Successful applicants will be subject to appropriate pre-employment checks, including references and, where applicable, an enhanced Disclosure and Barring Service (DBS) check.