

Post Title:	Head of Service Delivery
Grade:	9

2. Job Description

The post holder is accountable for leading the Global Service Delivery function both strategically and operationally. The function comprises a team of Managers and Analysts and a service that operates on a 24/7 basis. The post holder is responsible for defining the strategy to ensure the team provide quality driven, high-level support and operational excellence to a wide, varied and demanding customer base.

3. MAIN DUTIES AND RESPONSIBILITIES

Strategic Leadership

- Develops and oversees the implementation of the Service Delivery strategy contributing to the achievement of the overall ITS vision and the Group Corporate Plan.
- Directs the development, implementation, delivery and support of a security operations strategy aligned to the strategic requirements of the business.
- Monitor market conditions and trends and use the information appropriately to inform future strategy.
- Develops relationships with customers at the highest level to identify potential areas of mutual commercial interest for future development.
- Influences the strategic direction and takes responsibility for the full range of customer service functions, including organisational frameworks for complaints, service standards and operational agreements.
- Leads the development of comprehensive stakeholder and customer management strategies and plans. Builds and maintains long-term, strategic relationships with senior stakeholders (internal and external).

Systems

- Oversees the authorisation, management, planning, scheduling and controlling of both development and production/operations ensuring that management processes, tools, techniques and resources (including automation) are in place. To be the escalation point for release activity.

Risk Management & Compliance

- Negotiates and resolves contractual issues and variations, including failure to meet contractual obligations ensuring financial evaluations are undertaken along with legal and ethical compliance.
- Takes responsibility for business continuity and legal, regulatory, and contractual compliance.

- Manages risks associated with information security, continuity and integrity of supply.
- Promotes the continuing economic and effective provision of services, ensuring that all changes to assets and services are appropriately and accurately controlled and recorded. Provides information and advice on issues regarding non-functional service requirements, service management and security operations policy, process and governance. Promotes awareness of and commitment to corporate policy, standards and risk management controls.
- Takes a comprehensive approach to seeking vulnerabilities across the full spectrum of organisation policies, processes, and defences to improve organisational readiness, improve training for defensive practitioners, and inspect current performance levels.
- Determines Security Penetration testing policy and owns the supporting processes. Takes responsibility for the management of all vulnerability testing activities within the organisation.

Management and Leadership

- Provides overall management and leadership to the Service Delivery function ensuring a high performance and service culture to deliver required organisational outcomes.
- Accountable for the effective and efficient running of the Service Delivery functions (Service Desk & Client Support, Operations Centres, Security Operations and Service Quality and Assurance), by ensuring service improvement, output and productivity of the Service Delivery teams and that they are aligned and prioritised to meet key controls, SLAs, KPI targets and the needs of the global CU Group
- Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented.

Procurement

- Develops departmental standards and guidelines to ensure effective supplier management across the integrated supply chain.

Project Management

- Responsibility to ensure projects and initiatives meet the agreed business goals in compliance with relevant methodologies and quality standards.

Finance

- Responsible for the effective management of Service Delivery budget. Pro-actively drives value for money across the suppliers. Forecasts, monitors and manages IT expenditure, ensuring that all IT financial targets are met.
- Assists with the definition and operation of effective financial control and decision making, analyses actual expenditure, explains variances and advises on options in use of available budget.

AND such other duties as are within the scope and spirit of the job purpose, the title of the post and its grading.

4 Supervision Received

The post holder reports:

- Directly to Deputy Chief Digital Information Officer (Service Management & Security Operations)

5 Supervision Given

All staff within the Service Delivery & function.

6 Contacts

- External Agencies, Consultants and Contractors
- ITS supporting functions
- Service Providers Shared and Outsourced Suppliers and other Vendors
- Strategic Development and Business Transformation Unit.
- All Subsidiary Companies, Faculties, Schools and Services within the University Group

7. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
<i>Education/ Qualifications</i>	<ul style="list-style-type: none"> • Educated to degree level in ICT or related relevant discipline with a chartered professional qualification or equivalent experience. 	<ul style="list-style-type: none"> • Postgraduate or professional or high-level vendor qualification in Computing, Information Systems, Project Management or equivalent relevant disciplines.
<i>Experience (Paid and Unpaid)</i>	<ul style="list-style-type: none"> • Experience of developing and executing IT Service Delivery and Security 24/7 operations strategies. • Leading a Service Delivery and Operations Centre capability within a complex organisation. • Managing large and complex budgets and procurement. 	<ul style="list-style-type: none"> • Implementation of continuous improvement benchmarks. • Managing internationally consumed services. • Higher Education experience.

<p><i>Job-related skills/ Aptitudes</i></p>	<ul style="list-style-type: none"> • Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. • Exceptional leadership skills with the ability to develop and communicate the Service Delivery and Operations Centre vision, and inspire, motivate and develop staff. • Takes accountability and has strong sense of ownership. • Results orientated and a commitment to a high-quality customer service, • A distinctive blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture. • Ability to build and maintain broad network of business relationships. 	
<p><i>Interpersonal Skills</i></p>	<ul style="list-style-type: none"> • Able to influence and negotiate at all levels and also where resources may not be in direct control of this role. • Ability to build trust and display integrity. • Able to motivate others to deliver high performance. • Ability to forge effective relationships in a complex matrix management environment. • Ability to work collaboratively and key team player. • Excellent communication, and presentation skills 	

<i>Other Requirements</i>	<ul style="list-style-type: none">• Able to work flexibly to meet the needs of 24/7 service support.• A flexible approach to location, including a willingness to travel, locally, nationally or overseas, as required.• An appreciation of other cultures; the global reach of the University and its international agenda.	
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