Post Title:	SDM Team Manager
Grade:	8

Job Description

2.1. Purpose

Based in the Service Management & Security Operations function, the role will be responsible for the operational delivery and high-quality provision of all Operational IT Services across the University Group faculties, functions and professional services. The role holder will manage a team of Service Delivery Managers assigned to specific Digital Platforms and business areas.

2.2. Main Duties and Responsibilities

1. Ensures the adoption of service management best practice in service delivery to instil a value driven culture with all staff, customers, partners and suppliers and to create and enhance awareness of service offerings.

2. Defines the operational methods, Service Level agreements, procedures, facilities and tools are established, reviewed and maintained. Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.

3. Takes responsibility of escalated incidents and ensures responsible service owners manage resolution. Analyses causes of incidents and informs service owners to minimise probability of recurrence and contribute to service improvement. Analyses metrics and reports on performance of incident management process.

4. Defines stakeholder engagement/communications plan. Collects and uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Develops and enhances customer and stakeholder relationships in relation to ITS service provision.

5. Contributes to the service level agreement and availability management process and its operation and performs defined availability management tasks.

6. Accountable for and maintains all required financial records for compliance and audit to all agreed requirements. Executing financial planning and budgeting. Collates required financial data and reports for analysis and to facilitate decision making

7. Contributes to the strategic direction and takes accountability for the full range of customer service functions, including organisational frameworks for complaints, service standards and operational agreements.

8. Develop, implement and own Service Management processes and procedures which align to the ITIL framework. Ensuring the establishment of critical success factors that are measured via key performance indicators.

9. Plans audits of quality requirements and produces audit reports. Monitors and reports on the outputs from the quality assurance and audit processes.

10. Takes responsibility for monitoring, control and support service delivery, ensuring systems, methodologies and procedures are advocated and followed in collaboration with colleagues within the service management function.

11. Ensures suppliers, partners and internal teams: monitor, manage, and ensure effectiveness and efficiencies of service offering and provide continuous improvement of service delivery.

12. Accountable for escalation from customers in respect of the delivery of services, incident and problem resolution and promoting active engagement from operational teams.

13. Contributes to the Service transition process by ensuring that customers receive the agreed levels of support during warranty periods in the delivery of new or changed services.

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

2.3. Supervision Received

Head of Service Delivery.

2.4. Supervision Given

Service Delivery Managers.

2.5. Contacts

☐ IT Services staff, including Executive Team.

☐ University Group Leadership Team.

☐ Staff and students in other Schools / Support Areas of the University Group.

☐ External Suppliers and other education institutions.

3. Person Specification

ATTRIBUTES	ESSENTIAL	ADVANTAGEOUS
Education & Qualifications	☐ Educated to degree level in a relevant discipline with a chartered professional qualification or substantial experience in related field in lieu of the above. ☐ Has a level 3 service management framework qualification and knowledge of lifecycle or capability elements of ITIL. ☐ ITIL Intermediate Lifecycle Module in Service Operation	☐ Postgraduate or professional qualification in a relevant discipline. ☐ ITIL Managing Across the Lifecycle Qualification (Expert)
Knowledge & Experience	☐ Excellent analytical, strategic conceptual thinking, strategic planning and execution skills. ☐ Exceptional leadership skills with the ability to develop and communicate the Service Management 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 blend of business, IT, financial and communication skills. ☐ Understanding business organisation, politics and culture. ☐ Ability to build and maintain broad network of business relationships. ☐ Knowledge of customer behaviours, needs and expectations. ☐ Ability to lead a team/discipline to quickly resolve complex problems in the provision of IT services. ☐ Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support.	☐ Similar experience in a higher education environment ☐ An understanding or experience of overseas delivery

	☐ Good understanding of current and emerging technologies and how other enterprises are employing them to drive digital business support. ☐ Experience of managing 3rd parties and 3rd party delivered services ☐ A strong technical & service technical background to identify opportunities or potential problems – addressing them effectively and efficiently ☐ Experience of being highly accountable for the design and quality of key documentation and processes ☐ Experience and knowledge of ITIL best practice to Expert level	
Interpersonal Skills	☐ 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 performing teams and a high-performance culture. ☐ Ability to forge effective relationships in a complex matrix management environment. ☐ Ability to work collaboratively and key team player. ☐ Excellent communication, and presentation skills ☐ Creative and innovative thinking	☐ Ability to create and deliver presentations to colleagues and stakeholders.
Job-related Skills, Abilities & Competencies	☐ Excellent problem-solving abilities. ☐ Analyses patterns and trend ☐ Organized, self-motivated, and detail-oriented, with the ability to work autonomously and be a self-starter in a demanding environment ☐ Strong analysis and decision-making skills	

	☐ Strong sense of ownership and ability to follow tasks through to completion ☐ Ability to respond positively and calmly to shifting priorities, demands and timelines ☐ Ability to lead and manage difficult situations whilst keeping a calm atmosphere within the team	
Other Requirements	• A flexible approach to working hours and 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. • Ability to work flexibly and extended hours by agreement to meet tight, fixed deadlines or as required by service imperatives.	