

Post Title:	Service Delivery Manager
Grade:	7

Job Description

2.1. Purpose

Based in the Service Management & Security Operations function, the role will primarily be focused on the operational delivery of IT Services into an assigned Digital Platform and subset of businesses; this ensures the alignment of reporting and management on product groups. The role holder will work closely with Strategic Account Managers, Project/Product Managers and Business Analysts as well as SMSO functions to identify products and services that require service improvement to reduce incident rates and satisfy the end user access and functionality of the service or product.

2.2. Main Duties and Responsibilities

1. To Lead the adoption of service management best practice in service delivery to instill a value driven culture with all staff, customers, partners and suppliers and to create and enhance awareness of service offerings.
2. Develop, implement and own Service Management & Security Operations processes and procedures which align to the ITIL framework that enable the IT Service to achieve value to its customers and drive adoption by operation teams.
3. Initiates School Board meetings, and relevant client IT meetings, representing IT Services and providing reports and advice to members as appropriate.
4. Accountable for assigned service functions. Pro-actively reviews information in conjunction with service level agreements to identify any issues and specifies any required changes.
5. Implements quality standards to review past performance and plan future activities. Monitors and reports on the outputs from the quality assurance and audit processes.
6. Plans regular meetings with clients to review infrastructure requirements, systems capacity and other technical requirements. Review service quality, service issues, satisfaction with technical services and keeping clients informed of progress of any promised actions or remedies. Ensure individual requirements are understood and an effective and efficient service then provided.

7. Monitors, control and support service delivery, ensuring systems, methodologies and procedures are advocated and followed in collaboration with colleagues within the service management function.
8. Manages suppliers, partners and internal teams: monitor, manage, and ensure effectiveness and efficiencies of service offering and provide continuous improvement of service delivery
9. Develops agreement on business KPI's, define critical business outcome and quality attributes for services in your area of responsibility.
10. Manages SLA management for specific agreements with the client if so directed. This involves monitoring that the service is operating within agreed parameters, that performance targets are being met and that resource usage is not greater than expected. The SLA Manager aspect will also be required to hold review meetings with the customer at least annually and provide feedback to ITS management on areas of success or where areas may require improvement or altering.
11. To establish personal credibility by conducting regular meetings with key academic and non-academic staff, in particularly the respective Dean, Director, Heads of Department or nominees. Acts as a point of escalation for customers in respect of the delivery of services, incident and problem resolution and promoting active engagement from operational teams.
12. Ensure periodic reports, analytics and execution of delivery meetings to customer requirements for service monitoring are completed within agreed timescale.
13. Manages operational costs and maintain IT Group financial controls ensuring contract profitability and cost-effective service delivery.
14. Supports 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.
15. Work closely with client groups to support strategic planning and create, maintain and support clients' business plans.
16. Maintains awareness of course developments, new course proposals as well as research and research proposals, then contributing to the resource planning as required by faculties' schools or University Group Members.

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

Line management is from the SDM Team Manager.

2.4. Supervision Given

May be assigned staff to project manage or supervise.

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
<i>Education & Qualifications</i>	<ul style="list-style-type: none"> • Educated to degree level in a relevant discipline with a 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. 	<ul style="list-style-type: none"> <input type="checkbox"/> ITIL Managing Across the Lifecycle Qualification (Expert)
<i>Knowledge & Experience</i>	<ul style="list-style-type: none"> • Proven analytical, planning and execution skills. • Proven leadership and management skills with the ability to develop, communicate and inspire staff. • Takes accountability and has strong sense of ownership. • Results oriented and a commitment to a high-quality customer service • Ability to build and maintain broad network of business relationships. • Knowledge of customer behaviors 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. 	<ul style="list-style-type: none"> • Similar experience in a higher education environment • An understanding or experience of overseas delivery • A blend of business, IT, financial and communication skills. • Understanding business organisation, politics and culture.
<i>Interpersonal Skills</i>	<ul style="list-style-type: none"> • Results oriented, adaptive and decisive. • Can resolve conflicts and problems. • Able to influence and negotiate at appropriate levels and where resources may not be in direct control of this role. 	<ul style="list-style-type: none"> <input type="checkbox"/> Ability to create and deliver presentations to colleagues and stakeholders.

	<ul style="list-style-type: none"> • 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. • Proven communication, and presentation skills. • Creative and innovative thinking. 	
<i>Job-related Skills, Abilities & Competencies</i>	<ul style="list-style-type: none"> • 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 	
<i>Other Requirements</i>	<ul style="list-style-type: none"> • 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. • 	