

## JOB DESCRIPTION

<b>Job Title:</b>	Service Delivery Manager (SDM)	<b>Job Number:</b> (Official use ONLY)	
<b>Department / Service:</b>	IT/Digital, Facilities & Customer Services	<b>Main location:</b> (i.e. where primarily based)	Council Offices, Farnborough Road, Farnborough GU14 7JU
<b>Hours of Work:</b>	Full time (37 hours)	<b>Post Restrictions:</b> (e.g. politically restricted and/or sensitive)	Yes
<b>Grade &amp; Salary Band:</b> (where appropriate)	Grade 7 (Service Manager)	<b>Regulated Activity:</b> (i.e. DBS check required)	TBC

<b>Job Purpose:</b> (i.e. Context & summary of why the role exists)	<p>1. Responsible for leadership, management, development and delivery of excellent and efficient IT application and IT customer services for the Council, within agreed budgets and in accordance with the Council Plan.</p> <p>2. Responsible for owning IT service management processes, overseeing first and second line support including the day to day management of third-party IT suppliers, supporting IT project delivery, as well as the leadership and co-ordination of in-house teams supporting business as usual IT Services.</p>
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## Generic Accountabilities

1	Ensure the delivery of excellent and efficient services within agreed budgets that aim to exceed customer expectations.
2	Support the team to work effectively through the implementation of effective performance management. Set clear expectations, give regular developmental feedback to individuals on how their work contributes to the Service and Council Plans and celebrate successes.
3	Build capability to meet future challenges through regularly engaging with the team, encouraging and valuing ideas and contributions and identifying and supporting development opportunities
4	Work with colleagues to develop service strategy, develop work/resource plans to implement the strategy, track progress and performance and take timely corrective action as needed.
5	Utilise and analyse data to monitor and manage performance, identify trends, spot future opportunities/ risk and drive continuous improvement. Seek out a range of information that represents different perspectives.
6	Look outside the organisation for information, benchmarking and ideas that could bring about service improvement. Support a culture where information and ideas are openly shared, internally and externally.

7	Contribute to financial sustainability by developing commercial and income generation opportunities, sourcing external funding and identifying options for savings, service changes and efficiencies.
8	Support the development of connections and shared purpose across the Council, and externally, through participation in/leading of cross-service projects and initiatives, actively participating in internal/external networks and sharing team achievements and ideas through emerging technology/communications resources.
9	Develop strong and collaborative relationships with colleagues, Elected Members, stakeholders, key partners and the community, ensuring a two-way, open flow of communication that is effective and timely.

## Specific Accountabilities

1	Ensure effective service management including incident, problem, configuration, release and change management activities for all IT systems and processes operated by the Council.
2	Provide customer support, in the delivery of production IT services both application and co-ordination with the 3 <sup>rd</sup> line technical team.
3	Ensure the effective IT team management, including setting KPIs, reporting, training, performance management and setting targets of in-house IT staff involved in first and second line support, applications.
4	Ensure ITIL best practice processes for in-house and third-party suppliers are implemented.
5	Contribute to the corporate and strategic direction for IT services.
6	Lead on new or evolving business requirements, ensuring they are translated into new or revised services that align with the IT Strategy, relevant IT standards and Digital objectives.
7	Lead or contribute to IT application and strategic technology change projects.
8	Contribute to the development and implementation of IT security processes, information governance and compliance requirements.
9	Maintain the IT Operational Risk Register and input into Business Continuity Plans & Disaster Recovery plans.
10	Implement and manage continuous service improvement initiatives.
11	Be accountable for those budgets related to the service, ensuring compliance with the Council's Constitution and Standing Orders and that the Council receives value for money from its expenditure.

12	Ensure that a system of continuous review and improvement is embedded within the Council so that 'traditional thinking' is challenged and innovation pursued.
13	Ensure effective programme governance and project management disciplines are implemented in the delivery of major corporate and service projects.
14	To manage IT services which relate to GIS and location services.
15	To represent the Head of IT/ Digital, Facilities and Customer Services as required.

## Other Accountabilities

1	Inspire a shared purpose through demonstrating commitment to the Council's behaviours framework
2	Ensure that service delivery complies with current regulations, accepted professional standards, the council's policies and procedures, and current legislation, including that covering data protection, health and safety, safeguarding children and vulnerable adults, and equalities.
3	Take reasonable care of own health and safety, and that of other persons who may be affected by acts or omissions at work.
4	Deputise for the Head of Service as required
5	Contribute to measures that help meet our commitment to tackling climate change and environmental issues
6	Undertake any other duties that are commensurate with the requirements of the post, including emergency planning, business continuity, out of hours services and representing the council at civic/public events as required.

## Staff Reports & Responsibilities

Direct Reports	Job N <sup>o</sup>	Title	Grade	Level of mentoring, supervision and/or responsibilities
Responsible to		Head of IT, Digital, Facilities and Customer Services		Line management undertaken by the Head of Service. The post holder will be expected to work independently and with minimal supervision.
Responsible for		1 x Project Managers 6 x Application and GIS Team 1 x Service Desk Team Leader 2 x Service Desk Technician Contract staff (as required)		Line management, support and mentoring for staff as required.

# PERSON SPECIFICATION

## Education, Training and Qualifications

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Educated to degree level or equivalent (preferably in a Information technology related area)	E	A
ITIL Foundation certification	E	A
ITIL Practioner qualified	D	A
Agile/Lean Certification	D	A
Prince2 or equivalent project management qualification	D	A
Evidence of, and commitment to, continuous professional development	E	A

## Knowledge and Experience

	(E)ssential or (D)esirable	How Assessed (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Experience of working in an ICT environment with supplier management against SLAs, monitoring performance against service level agreements, participating in effective working relationships to deliver continuous improvement	E	A/I
Experience of managing the performance of information/information technology	E	A/I
Experience of application and release management and ICT change management	E	A/I
Significant knowledge of end user delivery	E	A/I
Experience of managing in house teams to deliver high quality services and outcomes.	E	A/I
Accomplished analytical & decision-making skills	E	T/App
Ability to demonstrate a strong customer service focus	E	I
Ability to manage conflicting priorities in order to meet corporate and project deadlines in an environment of challenging and complex circumstances	E	I/App

Experience of managing multidisciplinary IT projects and IT teams	E	A/I
Ability to find ways of pre-empting issues and solving problems	E	I/App
Experience of supporting complex projects that require delivery over longer periods, ensuring that milestones are met, and final objectives are achieved	D	A/I
Knowledge and experience of change management, transformation and innovation in a public sector context	D	A/I
Understanding of new digital technologies and how they may support innovation in a public sector context	E	A/I
Understanding and knowledge of IT Security and cyber security issues	D	A/I
Positive can-do attitude and flexibility of approach.	E	I
High level of technical competence in the use of the Council's software, including Microsoft Office Suite 365, SharePoint and Microsoft Teams	E	A/I/T
Understanding of the key challenges and context in which the Council operates, including knowledge of funding, structures and processes and how these pressures influence the organisation	E	A/I
Experience of leading, managing and supporting teams to deliver excellent services in a customer focused organisation	E	A/I
Understanding and demonstrable experience of the use of customer insight and other relevant business intelligence to drive innovative service improvement	D	A/I
Experience of developing and sustaining collaborative and successful relationships with colleagues, stakeholders and key partners	E	A/I
Understanding of the need for sound information governance and records management in delivering excellent customer service, and experience of embedding throughout a team/service	D	A/I

## Skills, Abilities and Behaviours

	<b>(E)ssential or (D)esirable</b>	<b>How Assessed</b> (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Inclusive and visible role model, able to communicate a vision and bring others with them through change	E	A/I
Able to challenge appropriately and effectively, recognising the perspectives of others	E	A/I
Demonstrates customer centric thinking, skills and behaviours and ability to lead, coach and motivate others to develop those skills and behaviours	E	A/I
Commitment to developing people to be their best, with proven ability to build on team/individual strengths and manage effectively where performance and/or behaviour falls short of standards	E	A/I
Able to translate strategy into work/resource plans, with proven ability to track performance, utilise resources effectively and take timely corrective action as needed	E	A/I
Able to deliver results under pressure and at pace, adhering to deadlines, holding self and others to account, and communicating progress	E	A/I
Actively seeks, listens to and acts on feedback from a range of sources	E	A/I
Demonstrates and encourages innovative and creative thinking, including acting commercially where appropriate	E	A/I
Agile, courageous and resilient, with the ability to deal with the complexity, ambiguity and pace required by the role	E	A/I
Proficient in use of technology and open to championing and supporting modern working	E	A/I
Able to write clear, concise reports that summarise the essence of complex issues and reach well-argued conclusions and recommendations	E	A/I

## Other Requirements

	<b>(E)ssential or (D)esirable</b>	<b>How Assessed</b> (i.e. (A)pplication form / (I)nterview / (T)ests or (App)raisal)
Actively role models the Rushmoor Behaviours and commits to creating a positive, inclusive and diverse culture	E	A/I
Able to attend out of hours meetings, events and activities, as required	E	A/I
Driving licence to attend off-site meetings and events	D	A/I