

## Job Description – ICT Service Delivery Manager

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Post	ICT Service Delivery Manager
Job Purpose	<p>To manage the performance of services to clients internal and external as agreed in the contract and ensure that the Service Levels are achieved.</p> <p>Manage and contribute to the delivery of all IT components of group services in order to meet business objectives.</p> <p>To help identify and implement the strategy for applications and technologies across IT.</p> <p>Identify KPI's and key services and create a mechanism for reporting to the ICT development Director and the executive board on a monthly basis</p> <p>To redefine Service as a strategy within the ICT department and implement ITIL V 3.0</p>
Salary Scale	Spot Salary
Location	Black Country Head Office
Line Manager	ICT Development Manager
DBS Disclosure	Not Required

To comply with and understand Prospects safe guarding policy and procedures and take action as appropriate in relation to children and vulnerable groups regarding matters of safety, protection and wellbeing.

Prospects is committed to promoting equality of opportunity, valuing diversity and eliminating discrimination, as a core value.

### Job Description

#### AREAS OF RESPONSIBILITY:

##### Delivery Management

- Management of the IT Service Delivery Team including responsibility for service desk, application support, career development and staff appraisals
- Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met or exceeded
- Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed
- Build and maintain client relationships both internally and externally

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- Attend client service review meetings covering performance, service improvements, quality and processes
- Implement and facilitate workshops and training courses with reference to service delivery
- Management of an IT Service Delivery team of 9 and responsibility for career development and appraisals.
- Definition of service level agreements (SLA'S) related to contracted services.
- To ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery.
- To provide reports to an agreed schedule (or on request), including capacity management and service desk performance reports.
- Attend service review meetings; areas covered will include performance reports, service improvements, quality and processes.

### **People Management**

- Responsible for Service Delivery team shaping, building, development, management and motivation.
- Matrix management with responsibility for permanent and contractual staff.
- Role model for Service Delivery discipline

### **Quality Management**

- Responsible for managing the quality of deliverables for service and products ensuring that ICT standards are applied
- Responsible for ensuring all ICT KPI's defined are met or exceeded
- Ensure the delivered services are fit for purpose, carrying out relevant reviews as necessary
- Ensure users are profiled in order that ICT deliver the best service possible in context of activities

### **Communication**

- Responsible for reporting and presenting on service status to the ICT management team and the exec board.

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- Planning facilitated sessions for any aspect of Service Delivery including incident review, problem resolution, capacity and planning.
- Responsible for creating and adhering to the Service Delivery plan, ensuring it is targeted appropriately to the stakeholder and group audience

### **PERFORMANCE INDICATORS / TARGETS:**

- High customer satisfaction ratings (internal and external)
- All incidents dealt with within agreed SLA / OLA
- Departmental Work Activities meet timescale commitments (internal and external)
- Skills within the Service delivery team remain sufficient to meet internal and external business demands
- Annual objectives set during appraisal are met.
- Group & British Standards Information Security standards are maintained, ITIL V3.0 is fully implemented and maintained, all ISO standards held by the company are adhered to.

### **KEY SKILLS / KNOWLEDGE REQUIRED:**

- Excellent knowledge of systems, software, technologies, communications and suppliers to support business needs with particular emphasis on Microsoft based products
- Strong communication skills – Able to communicate effectively on technical and business issues (Internal & External)
- Strong people management and technical skills
- Innovative thinker – able to turn customer requirements into workable solutions
- Excellent time management skills
- Flexible but Methodical and thorough approach – process oriented
- Hands on knowledge Hornbill ITSM would be desirable
- Solid leadership skills are essential, able to communicate ideas to technical staff, business users and the board with equal clarity.
- Relevant IT qualifications, ITIL V3.0, Service Management, BSc or MSc desirable.

