

# Role Profile

## Part A - Grade & Structure Information

Job Family Code	11RT	Role Title	Service Delivery Manager
Grade	PS11, M9, LMG 1	Reports to (role title)	Service Assurance Manager
		Directorate	Business Services - Orbis
JE Band	439-518	Service	IT & Digital
		Team	Customer and Partnership
		Date Role Profile was created	Sep-19

## Part B - Job Family Description

The below profile describes the general nature of work performed at this level as set out in the job family. It is not intended to be a detailed list of all duties and responsibilities which may be required. The role will be further defined by annual objectives, which will be developed with the role holder. The Council reserves the right to review and amend the job families on a regular basis.

<b>Role Purpose</b> including key outputs	<p>Create and manage a transparent financial service model for IT &amp; Digital which clearly demonstrates how IT services provide business value, identify opportunities to reduce service costs. Ensure that all IT &amp; Digital Service and Service Management processes are, fit for purpose, accessible, Operational Level Agreements and Underpinning Contracts meet targets across Brighton &amp; Hove City, East Sussex County and Surrey County Councils.</p> <p>Instigate, implement and manage changes through service improvement initiatives to policies, processes and operational procedures which maximise the ability of IT &amp; Digital to deliver services to its customers.</p> <p>Key Responsibilities &amp; Outputs:</p> <ul style="list-style-type: none"> <li>• Lead on the strategic development of IT &amp; Digital Service Delivery.</li> <li>• Ensure the delivery of non-standard software and hardware including accessibility request across Orbis.</li> <li>• Manage the team of analyst to drive Continual Service Improvement initiatives</li> <li>• To develop and maintain an up to date Orbis wide IT &amp; Digital costed Service Catalogue</li> <li>• Identify changes to service and lead on the development of service designs for new or modified services.</li> <li>• Maintain an oversight of IT &amp; Digital budgets and contracts, service expenditure and procurement strategy.</li> <li>• Proactively monitor the service, seeking to avoid delivery shortfalls. Identify and work to fix any process, technical, resourcing, contractual or SLA issues.</li> <li>• Organise and conduct service review meetings</li> <li>• Ensure performance against IT &amp; Digital Key Performance by providing regular service and performance reports</li> </ul>
<b>Work Context</b>	<p>IT &amp; Digital is a service within the Orbis partnership, providing technology and business change support to Surrey County Council, East Sussex County Council and Brighton &amp; Hove Council.</p> <p>This role is part of Customer and Partnerships within the Orbis IT &amp; Digital Service. This Service provides mission critical operational support, innovative project delivery and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for the Orbis partner authorities and customers. This role will require frequent travel across the Orbis geography.</p> <p>The customers and stakeholders for this role include staff across East Sussex County Council, Surrey County Council and Brighton and Hove City Council.</p>
<b>Line management responsibility</b> if applicable	Will have line management responsibility for a small team.
<b>Budget responsibility</b> if applicable	The post will be responsible for operating budgets with turnover of over £5m - contributory

<p><b>Representative Accountabilities</b> Typical accountabilities in roles at this level in this job family</p>	<p><b>Planning &amp; Organising</b></p> <ul style="list-style-type: none"> <li>• Direct, manage and monitor the operation of an efficient and effective service ensuring the work of the team supports service objectives and that necessary resources are secured.</li> <li>• Lead major projects and reviews within a defined area of work to optimise and enhance service delivery.</li> </ul> <p><b>Policy &amp; Compliance</b></p> <ul style="list-style-type: none"> <li>• Ensure legal, regulatory and policy compliance of relevant schemes/ initiatives.</li> <li>• Contribute to and where appropriate lead the development of practical strategies, works programmes and service improvement in own area of specialism and monitor and control their implementation to manage and mitigate risks.</li> </ul> <p><b>People and partnerships</b></p> <ul style="list-style-type: none"> <li>• Directly or matrix manage a diverse group of staff to ensure the successful delivery of a service.</li> <li>• Monitor and support the performance management and development of team members using a coaching approach, to support individual development and ensure that individual contributions are maximised.</li> <li>• Work with managers, service representatives and partners to identify and apply cost effective means of delivering improvements to business processes and strategies.</li> </ul> <p><b>Resources</b></p> <ul style="list-style-type: none"> <li>• Review the operations of the teams to identify improvements in systems, processes, procedures and working methods, and propose changes to secure greater efficiency and compliance.</li> <li>• Monitor, analyse and manage delegated budgets, funding and resources in accordance with organisational policies and procedures.</li> </ul> <p><b>Analysis, Reporting &amp; Documentation</b></p> <ul style="list-style-type: none"> <li>• Analyse, interpret and evaluate relevant data applying judgment and technical expertise to identify risk, support the resolution of issues and support decision making.</li> <li>• Through management and supervision ensure that appropriate record keeping is kept and risks and issues are identified and actions taken.</li> </ul> <p><b>Duties for all</b> Values: To uphold the values and behaviours of the organisation. Equality &amp; Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety &amp; Welfare: To maintain high standards of Health, Safety and Welfare at work and take reasonable care for the health and safety of themselves and others. To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
<p><b>Education, Knowledge, Skills &amp; Abilities, Experience and Personal Characteristics</b></p>	<ul style="list-style-type: none"> <li>• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject.</li> <li>• May be required legislatively to maintain a professional qualification or competency.</li> <li>• Substantial practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public.</li> <li>• Excellent understanding of subject matter, principles and practices relevant to technical area.</li> <li>• Proven ability to apply project management principles and techniques to a wide range of complex projects or programmes.</li> <li>• Extensive knowledge of principles, practices, and procedures relating to business planning and financial management</li> <li>• Ability to collate, monitor and interpret a range of data.</li> <li>• Proven ability to establish and maintain highly effective working relationships with a range of stakeholders.</li> <li>• Comprehensive knowledge of computerised business systems</li> <li>• Proven written and oral communication with the ability to influence and work in collaboration with others.</li> <li>• Excellent management skills with proven experience motivating, coaching, mentoring and developing staff.</li> <li>• Ability to understand, meet and exceed customer expectations.</li> <li>• Proven problem solving skills with the capacity to devise and implement innovative solutions.</li> </ul>
<p><b>Details of the specific qualifications and/or experience if required for the role in line with the above description</b></p>	<p>ITIL V3 Foundation Certificate required, ITIL V3 Intermediate Certificate in the Service Operations and or Continual Service Improvement Lifecycle preferable.</p> <p>Developed an externally benchmarked and certified culture of customer service excellence.</p> <p>Broad knowledge of core infrastructure, technical and application services and trends in the technology market.</p> <p>Proven substantial IT &amp; Digital experience with evidence at operating at a senior decision making level.</p>
<p><b>Role Summary</b></p>	<p>Roles at this level typically have significant management responsibility either for a large team or coordinating sub functions within a service, and/or will provide professional, specialist or high level technical advice, direction and input across a wide range of activities. They require a conceptual understanding of a technical, professional or specialised field, and job holders require the knowledge and experience to handle and resolve complex issues, anticipate problems and recommend solutions. There will be a requirement to plan and organise own and/or team activity over a significant time scale and coordinate work with associated functions. They will typically be required to influence/motivate others both inside and outside immediate reporting lines, including external stakeholders, and have a primary role in setting service levels. They ensure that their services achieve the agreed financial and service standards, and will have professional autonomy and discretion within operational policies and practice guidance.</p>
<p><b>To be completed by JE Coordinator</b></p>	
<p><b>Reference Number</b></p>	<p>BM-2019-91</p>