

Role Profile

Part A - Grade & Structure Information

Job Family Code	10RT	Role Title	MySurrey Service Delivery Agent
Grade	PS10	Reports to (role title)	MySurrey Customer Engagement Team Leader
		Directorate/School	Business Services, Orbis
JE Band	371-438	Service / Department	Enterprise Applications & Portfolio
		Date Role Profile was created	Jul'21

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.

Role Purpose including key outputs	To develop, manage and co-ordinate the critical activities of assigned applications lifecycle management and service delivery, providing day to day support for the applications and related software, implementing and transitioning to new technical solutions, adopting best practice application operation and exploiting new technologies including 3rd Party Supplier Management. To maintain a Centre of Excellence and Best Practice in Applications Service Delivery by improving the technical performance of current applications and associated integrated technologies. -Resolution of incidents and service requests as timely as possible and within agreed SLAs and KPIs - Escalation of problems and/or capacity issues to the MySurrey Customer Engagement Team Leader - Flexing to support the MySurrey MI, Security & Problem Management team as directed by the MySurrey Customer Engagement Team Leader The Customer Value of this role is to resolve tickets. The focus is Service Requests & Incidents.
Work Context	The Orbis partnership comprises of Surrey County Council, East Sussex County Council and Brighton & Hove City Council working in partnership with the core functions of Internal Audit, IT & Digital and Procurement. The approach for the partnership has a greater focus on being "service-led" rather than "partnership-led". This means that the partnership activity will focus on those activities which support what it means to be part of an integrated service rather than what it means to be part of the partnership overall. This role is part of the Enterprise Applications and Portfolio Group which sits in the Enterprise Technology, Systems and Projects team within the Orbis IT & 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 may require travel across the Orbis geography as it will support a wide range of customers and teams across all three partners.
Line management responsibility if applicable	May matrix manage a small team (up to 6 employees) across Orbis
Budget responsibility if applicable	Staffing budget of £100k Will have a direct influence on how the budget (£4.5m) will be spend in relation to tools and services in the area of responsibility
Representative Accountabilities Typical accountabilities in roles at this level in this job family	Planning & Organising • Implement countywide strategies and support the development of long term planning. • Lead projects and reviews within a technical area of work to support and enhance service delivery. • Plan workloads and secure resources to enable the team/s to achieve a quality service. Policy & Compliance • Provide technical advice and recommendations within defined policy and procedures to ensure compliance with relevant legislation, policies and industry standards. • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. People and partnerships • May manage a team operating in a specialist area or oversee the delivery of a range of support services to a service or function. • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. Resources • Assist with budget/resource/ funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). Analysis, Reporting & Documentation • Assess or conduct analysis, presenting results and putting forward recommendations on managing more complex situations to support decision making. • Analyse and make recommendations for improvement or development of existing systems, processes or policy. Duties for all Values: To uphold the values and behaviours of the organisation. Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity. Health, Safety & Welfare: Responsible for ensuring health and safety policies, procedures and legislation are implemented, communicated and managed including making sure that health and safety responsibilities are fully understood and carried out by employees within their service area. . To have regard to and comply with safeguarding policy and procedure as appropriate.
Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	• Degree/ HNC or equivalent, or substantial relevant experience in a relevant subject. • May require a specialist technical qualification or membership of an appropriate professional institution. • Significant practical or professional experience and understanding of a specialist area or supporting service teams and/or providing support to the public. • Comprehensive understanding of subject matter, legislation, principles and practices relevant to the technical area. • May require previous management experience including staff supervision, development and organisational skills. • Proven ability to apply project management principles and techniques to manage a range of projects through to completion. • Proven ability to establish and maintain highly effective working relationships with a range of stakeholders. • Comprehensive knowledge of computerised business systems. • Proven written and oral communication with the ability to influence and work in collaboration with others. • Ability to understand, meet and exceed customer expectations. • Proven problem solving skills, and the ability to exercise high levels of initiative to devise and implement workable solutions.

Details of the specific qualifications and/or experience if required for the role in line with the above description	Experience of the below ITIL4 processes is required for this role: - Service Desk - Service Request Management - Incident Management - Problem Management Experience of the below skills is required for this role: - https://www.gov.uk/guidance/service-desk-manager - https://www.gov.uk/guidance/incident-manager - https://www.gov.uk/guidance/end-user-computing-engineer - https://www.gov.uk/guidance/problem-manager Demonstrable experience of the below technologies is required for this role: - Unit4 ERP: Financial Planning & Analysis, HR, Payroll and Proactis - Cherwell
Role Summary	Roles at this level typically lead and manage the work of a specialist team and/or they may hold a technically specialist professional role providing complex advice or managing specialist projects. They will use technical knowledge to audit or analyse situations and data to aid them in ensuring regulatory or technical compliance of others. They will work closely with a range of agencies and stakeholders to ensure delivery of agreed industry and service standards in a cost effective way. Forward planning could be for months ahead and the role will contribute to longer-term development.
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