

Role Profile

Part A - Grade & Structure Information

Job Family Code	10BF	Role Title	Service Delivery Consultant
Grade	PS10	Reports to (role title)	Service Delivery Manager
JE Band	371-438	Directorate / School	Resources - IT&D
Date Role Profile was created	Feb-26	Service / Department	IT & Digital
<u>Agile</u>	<u>Information</u>	<u>DBS Requirement</u>	Not Required

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	<p>Support Service Delivery Manager on full scope of service performance management and monitoring. Includes definition and monitoring of KPIs, service reviews and post implementation benefit reviews.</p> <p>Take ownership select client / service relationships. Management of specific stakeholders and corresponding improvement pipeline. Manage service improvement projects to promote IT Service Management best practice whilst maintaining the service improvement register.</p> <p>To assist the Service Delivery Manager in actioning all queries and customer sentiment data. Proactively work with Problem Management to analyse trends and to initiate service improvements.</p> <p>To assist in the analysis and development of business and IT&D needs, produce user requirements specifications and assistance in the design and/or evaluation of suitable information systems. Compile evidence in reports and business cases. Support IT helpdesk lead on P1 / MI management and post MI review. Identify recommendations to go into improvement pipeline.</p> <p>Work closely with infrastructure teams and other key stakeholders to review, plan and maintain Disaster Recovery for key line of business systems.</p>
Work Context	This role is part of Service Design and Improvement within IT&D .This Service provides mission critical operational support, IT Service Management best practice and dynamic strategic leadership that underpins delivery of the business priorities and service outcomes for SCC and customers.
Line management responsibility if applicable	None
Budget responsibility if applicable	None

<p>Representative Accountabilities Typical accountabilities in roles at this level in this job family</p>	<p>Analysis, Reporting & Documentation</p> <ul style="list-style-type: none"> • 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. <p>Service Delivery</p> <ul style="list-style-type: none"> • Maintain, develop and review systems, processes, procedures and working methods to maximise service delivery, quality, efficiency and compliance. • Provide specialist/professional advice and recommendations within defined policy/strategy and procedures to support informed decision making. <p>Planning & Organising</p> <ul style="list-style-type: none"> • Plan workloads and secure resources to enable the team/s to achieve a quality service. • Lead projects and reviews within a defined area of work as directed by manager to support and enhance service delivery. <p>Finance/Resource Management</p> <ul style="list-style-type: none"> • May assist with budget/resource/funding management in accordance with the organisation's policies and procedures. • May have delegated responsibility for a budget(s). <p>Work with others</p> <ul style="list-style-type: none"> • Liaise, communicate and build relationships with other internal departments, customers, partner organisations, agencies and/or contractors to support and represent the team/service. <p>People Management</p> <ul style="list-style-type: none"> • May manage a team operating in a well defined specialist area or oversee the delivery of a range of support services to a service or function. • Monitor and support the performance management and development of team members to ensure that individual contributions are maximised. <p>And/Or</p> <ul style="list-style-type: none"> • Operate as an individual responsible for the delivery of a high level and complex service. <p>Duties for all</p> <p>Values: To uphold the values and behaviours of the organisation.</p> <p>Equality & Diversity: To work inclusively, with a diverse range of stakeholders and promote equality of opportunity.</p> <p>Health, Safety & Welfare: To be responsible for ensuring health & 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.</p> <p>To have regard to and comply with safeguarding policy and procedure as appropriate.</p>
--	--

Education, Knowledge, Skills & Abilities, Experience and Personal Characteristics	<ul style="list-style-type: none"> • Degree qualified, or significant vocational experience demonstrating development through involvement in a series of progressively more demanding relevant work/roles. • Professional qualification, or able to evidence knowledge and understanding of appropriate business disciplines. • Comprehensive knowledge of computerised business systems in terms of functionality and capability (some roles). • Knowledge of principles, practices, policies and procedures relating to business planning and financial and organisational management. • Proven written and oral communication and interpersonal skills with good negotiation and influencing skills and the ability to work collaboratively with internal and external partners/professionals. • 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. • Proven ability to manage a range of projects through to completion. • Significant practical or professional experience and understanding of business, supporting service teams and/or providing support to the public. • Previous management experience including staff supervision, development and organisational skills.
Details of the specific qualifications and/or experience if required for the role in line with the above description	<p>ITIL 4 Foundation (Essential)</p> <p>Prince2 Agile Foundation (Essential)</p> <p>BA Requirements Engineering (Desirable)</p>
Role Summary	<p>Roles at this level lead and manage the work of larger teams, or a grouping of two or more teams with a common theme. Alternatively they may be professional roles undertaking research and providing complex advice and/or managing specialist projects. They will plan and ensure progress within established procedures and policy, and respond effectively to changing priorities and different situations. They will work closely with customers, staff, partners, third parties, agencies and/or contractors and have a primary role ensuring their services achieve the agreed service standards in a cost effective way and improving quality standards. Forward planning could be for months ahead and the role will contribute to longer-term development. Work requires the consideration of future implications beyond the immediate problems and may involve the creation of new approaches and procedures to solve the problem.</p>
Reference Number	<p style="text-align: center;">BM-2026-173</p>