

Job Description

Job Title: Service Delivery
Manager

Location: The Hewett Academy (with frequent travel)

Closing date: 17th December 2020

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| Job title | Service Delivery Manager |
| Salary Scale | Scale I / K |
| Hours of Work | Full time |
| Weeks Worked | 52 weeks per year |
| Responsible to | Head of IT |
| Location | Based in Central Offices with frequent travel to schools |

JOB PURPOSE

The Service Delivery Manager oversees key services within the IT function and across Academies that ensure the delivery of a high-quality service to end users, and to ensure Service Support and Service Delivery processes are in place to meet the Trusts needs. This position is a stakeholder facing role and requires that you establish and manage expectations within the Trust and drive the IT Team to achieve those expectations to a high standard.

RESPONSIBILITIES & DUTIES

- Maintain high performing service support functions including Service Desk, Desktop Support and VIP Support for schools and Central Business Teams
- Owner of incident, request, change and escalation processes, ensuring high levels of performance in the processes, accurate reporting and establishing service improvement activities when required
- As owner of the escalation process the Service Delivery Manager will take ownership of major incidents to ensure coordination of resolving parties, effective communication to stakeholders and post incident review
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed
- Champion service and support in projects and develop a strong understanding of projects impacting service areas and ensuring service impact is minimised and agreed
- Be accountable for the quality of service and performance; ensuring future demand from growth and projects is understood and factored into capacity plans for all associated systems
- Drive internal and feed into third-part service review meetings covering performance, service improvements, quality and processes
- Work with the service desk team to continually improve the computing environment and evolve standards for hardware, software and security in the desktop environment
- Make recommendations for Service Improvement Plans and ensure actions are followed through to completion in a timely manner

- Work with internal and third-party teams to ensure actions are taken and completed to improve services
- Provide regular and accurate reporting to Stakeholders on IT Service performance
- Effectively manage 1st line technical staff in association with Principals including recruitment, mentoring, training, target settings and performance assessment
- Be an ambassador for IT, working across schools to provide effective communication on IT matters and build relationships with other teams to ensure effective dialogue between departments

PERFORMANCE MANAGEMENT

Participating in the Trust's arrangements for performance management, professional development and the Trust's arrangements for quality assurance and internal verification.

CONTEXT

All staff are part of the whole Trust team. Each individual is required to support the values and ethos of the Trust and Trust priorities as defined in the Trust Improvement Plan. This will mean focusing on the needs of colleagues, parents and students and being flexible in a demanding environment.

MISCELLANEOUS

To undertake any further tasks which could be reasonably expected by the Trust.

The GDPR Regulations renders an individual liable for prosecution in the event of an unauthorised disclosure of information.

The post is one that carries responsibility for the wellbeing and welfare of children and the post holder should be aware of this and the need to act accordingly.

The Trust will endeavour to make any necessary reasonable adjustments to the job and the work environment to enable access to employment opportunities for disabled job applicants or continued employment for any employee who develops a disabling condition.

It is a requirement of the post holder to make positive efforts to maintain his/her personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice. The post holder is also required to be aware of and comply with policies on health and safety.

This is an Equal Opportunities post and is in accordance with the Trust's Equal Opportunities Policy.

This job description can be altered, with the agreement of the post holder and will be reviewed on an annual basis. It is not a comprehensive statement of procedures and tasks, but sets out the main expectations of the Trust in relation to the post holder's professional responsibilities and duties.

The Inspiration Trust is committed to protecting the welfare of children and young people. Due to the nature of this role, it will be necessary for the appropriate level of DBS (Disclosure & Barring Service) to be undertaken. It is essential you disclose whether you have any pending charges, convictions, bind-overs or cautions and if so, for which offences. This post will be exempt from the provisions of Section 4, (2), of the Rehabilitation of Offenders 1974 (exemptions) (Amendments) Order 1986. Therefore, you are not entitled to withhold information about convictions which for other purposes are “spent” under the provisions of the Act. Any failure to disclose such convictions will result in dismissal or disciplinary action by the Trust.

| PERSON SPECIFICATION | | |
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| | ESSENTIAL | DESIRABLE |
| Qualifications | | |
| GCSE/A Levels/Degree in IT related subject | Y | |
| Experience | | |
| Prior experience in a similar role | | Y |
| Prior experience working within schools and an understanding of school operations beneficial | | Y |
| Professional Skills and Attributes | | |
| Knowledge of first- and second-line technical support roles | Y | |
| Knowledge of the ITIL framework | Y | |
| Ability to problem solve within a technical environment | Y | |
| Strong communication skills | Y | |
| Strong customer service approach and team player | Y | |
| Strong work ethic, can do attitude and ability to work in a dynamic work environment | Y | |