Job Title
Service Delivery Manager

Key focus of the role
This is a fixed term role for an experienced IT Service Delivery/Support Desk Manager to implement a new Service Desk for our Information Systems (IS) Team and to introduce best practise/ ITIL processes into the department. The new Service Desk should: be easy to use for the IS Team as well as those requesting support, improve efficiency and have excellent reporting.

Key deliverables
- Deliver a new service desk system for the IS team and the IS department's customers, including escalation processes and reporting.
- Implement and influence wider working practices within the IS team to improve efficiency.
- Implement change management, service management, problem management, knowledge management and continuous improvement principles.
- Train IS team on best practice around service desk uses, as well as AGILE and ITIL principles.
- In conjunction with a change analyst, deliver training to the business on how to log issues, request projects and changes, self-service, and document management.

Contractual information
- Contract type: Fixed Term Contract – 6 months
- Hours: 35 hours per week
- Pay range: £41,792-£46,435 (London) and £38,674 - £43,317.(regional).

- Band: 4

Key working relationships internal
Information Technology Team including our Senior Data Engineers, Developers, Senior Database Analyst and Operations manager.
Services teams including Customer Contact Centre, Business Support Team and Digital Programme Manager
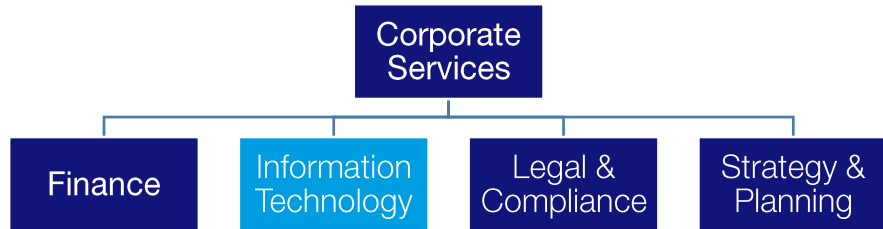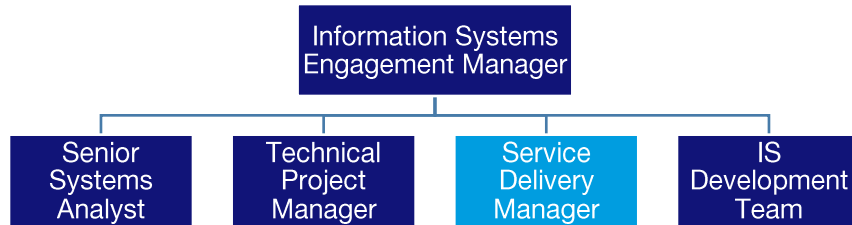
Directorate and team
This role sits in the Information Technology in the Corporate Services Directorate

Department:

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                    Corporate
                    Services
    ┌───────────┬───────────┴──────────┬──────────────┐
 Finance    Information          Legal &        Strategy &
            Technology          Compliance       Planning
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Job and reporting Line

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                Information Systems
                Engagement Manager
    ┌──────────────┬──────────┴──────────┬──────────────┐
  Senior       Technical          Service           IS
  Systems      Project           Delivery      Development
  Analyst      Manager           Manager           Team
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Key working relationships external	
Third Party suppliers contracted to support Diabetes UK applications External resources brought in to support project delivery (e.g., technical contractors)	

All jobs at Diabetes UK are based on a 10-factor competency framework called the **What-How Framework.** We've listed the key activities you'll undertake and the skills, knowledge and behaviours you need to be successful in this role. We've summarised these using four key competency areas in each section, however once appointed, you are expected to meet the requirements of all 10 factors. We'll explain this to you during your induction period. All elements listed below are essential requirements unless shown as (desirable).

Key activities – What you need to do

Improving Delivery	Managing Resources	Collaborating with Colleagues	Making Change Happen
• Implement a support ticketing and delivery tool that improves efficiency of the IS Support team and provides self-service and knowledge management capabilities. S • Implement monitoring and controls that lead to escalations, problem resolution and clearer management reports to improve team efficiency. S • Recommend ongoing management of support being delivered to the organisation.	• Define working practices for the IS Team to adhere to for the ongoing future and to maintain changes after the project. • Recommend best objectives for teams to ensure excellent ongoing management. • Effective Vendor Management so that tickets are efficiently handed off to and tracked as such to 2nd/3rd line support as appropriate.	• Collaborate with the Senior Systems Analyst, IS Support teams to understand requirements. • Collaborate with key stakeholders across the organisation who raise and monitor tickets. • Collaborate with all teams, including third parties to ensure escalations are managed effectively.	• Manage projects to implement department process changes for an IS and application support team. • Implementing a "Voice of the Customer" process to identify areas of success and areas of improvement. S • Developing and implementing KPIs to communicate to stakeholders on a timely basis. • Manage risks and dependencies effectively.

Skills, knowledge and behaviours – How you need to do it

Improving Delivery	Managing Resources	Collaborating with Colleagues	Making Change Happen
• Proven experience of managing and /or delivering services into a, busy IT Support Desk using ITIL processes. S • Experience of introducing an IT continuous improvements cycle. S • Be hands-on and dedicated to ensuring change is implemented to time, cost and to a high standard.	• Manage conflicting priorities effectively and putting in place processes to assist team with these. S • Assist with establishing clear roles and responsibilities to implement change and manage services going forward.	• Manage the gathering of requirements cross-organisationally for a support desk tool. • Manage delivery using multiple levels of internal support (up to third line support) and third-party support. S • IT Change Analyst and Senior Business Analyst to define and embed change and knowledge management within the service desk system.	• Configure a support desk for an IM department with customer portals, department dashboards and overarching executive reporting. S • Experience project managing complex organisation changes, including embedding cultural change. • A passion for service improvement and championing to influence organisational behaviours

Qualifications – Qualifications you need to carry out this role

- ITIL Foundations
- ITIL Service management is preferred or equivalent experience. S
- Outstanding communication and inter-personal skills with the ability to clearly communicate with senior management and the board
- High-level of IT literacy
- Project Management qualifications with AGILE – is preferred.