

Job Title: Head of IT Service Delivery

Reporting to: Head of Technology

The Head of IT Service Delivery performs a critical service to the Practice and oversees a number of key functions within the IT department. The role ensures high-quality service and support to our varied and sometimes complex teams. It is a customer facing role, and as such builds and maintains excellent working relationships with stakeholders at all levels within the business. The Head of IT Service Delivery demonstrates high quality outcomes by meeting customer satisfaction targets and SLOs, whilst building and maintaining a strong, multi-disciplinary team.

The position is part of the technology leadership team and forms an intrinsic part of both the overall technology strategy and delivery.

Responsibilities

- Managing a multi-faceted and growing team of over 50 staff covering IT service desk, end user computing, infrastructure and security, audio/visual support, IT licensing and procurement.
- Maintaining and improving critical service management functions (incident, request, change, and problem), ensuring high levels of performance, timely and accurate reporting and service improvement activities.
- Adjusting and leveraging functional reporting and monitoring to demonstrate strengths and weaknesses and opportunities to drive continual service improvement activities
- Owning the escalation process, taking ownership of major incidents to ensuring coordination of resources, effective communication to stakeholders and post incident reviews
- Championing service and support in projects and developing a strong understanding of projects impacting service areas, ensuring service impact is minimised and agreed
- Being 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
- Managing internal and third-party service review meetings covering performance, service improvements, quality and processes.
- Ensuring the environment is maintained appropriately, ensuring security, assurance and supportability targets are being met through efficient and effective patching and updates. Demonstrate compliance through effective reporting.
- Ensuring all teams are aligned, working with your peers to ensure great working relationships across other functions, such as technical design, project delivery and application support.
- Maintaining a service improvement culture, focussed on continual improvement through reporting and measurement.
- Maintain processes and processing of procurement activities with critical focus on large contracts.

Qualities and Skills required

Essential

- Building highly functional teams, motivating and leading through example. Retaining, recruiting, mentoring, setting targets, assessing and developing staff.
- Be an ambassador for IT, working across the business to provide effective communication, building relationships with other teams to ensure effective dialogue between departments
- Demonstrating a passion for service management and improvement

- Proven track record in a high performing and challenging large-scale environment, managing multiple and diverse teams
- Demonstrable experience in service improvement
- ITIL qualified with expert knowledge of ITIL disciplines
- Experience of managing 3rd parties and 3rd party delivered services
- Excellent leadership and people management skills
- Excellent written and verbal communication skills
- Willingness to support and mentor junior staff
- Excellent customer facing/customer service skills
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self-motivation and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily tasks

This description reflects the core activities of the role but is not intended to be all-inclusive. Other duties within the group/department may be required in addition to changes in the emphasis of duties as required from time to time. There is a requirement for the post holder to recognise this and adopt a flexible approach to work. Job descriptions will be reviewed regularly and where necessary revised in accordance with organisational needs. Any major changes will be discussed with the post holder.

Nov 2022