

Service Delivery Manager

Information Systems and Change

Overview

Role Purpose

To manage and lead a team that delivers excellent 1st and 2nd line IT support services that are visible and measurable through SLA's and KPI's.

To champion customer service across the service delivery team and wider IT

As the ServiceNow product owner you will be responsible for ensuring that NHG fully utilise ServiceNow and for producing and delivering the improvement plan that aligns to business plans

Delivering a high level of technical knowledge and services within NHG's IT services, platforms and solutions.

Responsible for

Providing strong leadership across a team consisting of 1st and 2nd line technical and application support service desk analysts

- Coordinating the 1st and 2nd line service desk team members in their daily duties and develop an excellent customer service culture across the service delivery team and wider IT

As the ServiceNow product owner you will ensure that the team and wider IT are aware of future enhancements and how they might support future business plans

- Ensuring 1st and 2nd Line support efficiently and effectively provides solutions/workarounds to Incident's and Service Requests within SLA thresholds

- Creating, manage and utilise Knowledge documentation

- Prioritising and Managing 1st and 2nd line workload effectively, managing multiple open Incidents and SRs

- Ensuring appropriate standards and procedures are adhered to support a high-quality service deliverable to NHG

- Develop a continuous improvement culture across 1st and 2nd line resources

- Participating in the Asset Management process/Service and using 1st and 2nd line resources to deliver the service and maintain high levels of accuracy

- Providing input into the NHG IT Service Catalogue

- Delegate specific service desk responsibilities to 1st and 2nd line team members to create specialisation and increase service delivery pace/quality

	<ul style="list-style-type: none"> • Leading the delivery of an outstanding, consistent and reliable customer focussed 1st and 2nd line IT service ensuring a responsive service to all customers • Maintain the resource management planning, rotas
Reports to	Head of Service Delivery
Line management	1 st and 2 nd Line Analysts
Tier	7
Expectation Level	Operations
Role relationships	
Internal	IT SMT, ITMT members, Change Manager, Problem Manager, Infrastructure team, 3rd Parties and Application Support and all NHG departments
External	Some external suppliers

Role accountabilities

Organisational Effectiveness

- Provide strong leadership and management for a diverse team, including 1;1s, appraisals, support & mentoring and training and development
- Maintain a flexible and responsive workforce and culture that allows for rapid change and continual service improvement
- Ensure effective allocation and use of staff to enable the Service Desk to deliver to the agreed KPIs/SLAs
- Empower the staff to take ownership, giving them guidance and direction as needed

Ensure the Effective Management and Support of all IT Systems

- Lead the team to provide 1st and 2nd line support for all NHG IT systems & services
- Support and maintain the Asset Management process and ensure it's adoption
- Effectively liaise with 3rd parties wherever applicable
- Advise the customers on the use of infrastructure and applications
- Providing 1st Line support for solutions/workarounds to Incidents, and Service Requests
- Proactively manage tickets in ServiceNow ensuring they are accurately logged and frequently updated with progress

Service Level Management / Reporting and Performance Management

- Ensure Incidents, bug-fixes and workarounds are implemented within the agreed SLAs
- Ensure the team exceeds on all agreed KPIs and SLAs
- Closely monitor both received and opened incidents/SRs, closed first contact calls and the trending of open calls to get accurate figures of performance metrics

ITIL Processes, Communication and Procedures

- Be the product owner for ServiceNow, actively recommending changes to processes that will enhance the customer experience

Role accountabilities

- Ensure that any potential P1 issues are identified early and notified/escalated in a timely manner
- Identify and resolve any gaps within the processes and assist to continuously improve the way the Service Desk delivers its service
- Ensure published ITIL processes are embedded within the team, which includes Incident, Major Incident, Problem, Change and Release Management

Documentation

- Ensure all Service Desk documentation is up to date and readily accessible
- Monitor and audit documentation
- Co-ordinate the maintenance and delivery of user documentation
- Provide input/feedback for the Major Incident process and associated RCA and MIRs
- Ensure the Asset Management Database is kept up-to-date ensuring asset management processes are operating correctly across all Service teams
- Validate the correctness of the Asset Database by ensuring all records are as up-to-date as possible
- Ensure all assets are accurately recorded, monitored and contain relevant information (including certificates and licensing)

Suppliers

- Nurture all supplier relationships related to the Service Desk, encouraging a collaborative and effective workstyle
- Work with suppliers to ensure all cross-party information is accurate and up-to-date

Governance

- To produce timely and accurate MI for the 1st Line service into the Service Desk Manager
- Maintain a comprehensive and up to date knowledge of all relevant procedures and best practice for the service area

Training

- Input into and help maintain a Personal Development Plan which balances technical and personal development over 12-18 months ahead for the 1st Line Support team

Health & Safety

- Ensure Service Desk area complies with all statutory and regulatory requirements on health and safety

Systems & Process

- Use and maintain an effective and clear set of systems and processes to enable the monitoring and evaluation of performance across relevant area
- Ensure that key data is recorded, stored and maintained to agreed standard and is of good quality, in order to meet the demands of the department or function and the wider business.
- Maintain an excellent working knowledge of all relevant IT systems

Role accountabilities

The tasks and responsibilities outlined above are not exhaustive; the post holder may undertake other duties as is reasonably required.

To do the job well, we have outlined the knowledge, experience, and skills you need to do the job.

Personal Specification

Experience (executive)

Essential

Desirable

Professional expertise (know how & experience)

Essential

Desirable

Able to demonstrate previous experience successfully delivering in a customer focussed business, securing value for money and high levels of customer satisfaction

Experience in the support of complex IT systems in a complex environment

Excellent customer service experience, incl. compliment and complaint handling.

Previous Team Lead experience for a 1st line team in a complex, large and diverse organisation

Skills

Essential

Desirable

Excellent working knowledge in the following areas:

- Windows PC, Mobile Phones, tablets and server operating systems
- Microsoft Active Directory and network protocols
- Business application and how they are used by the business
- Security procedures and their implementation

Good Incident Management skills with the ability to identify root cause and apply solutions to resolve

Good team management skills

Exceptional Customer Service skills including compliment and complaint handling

<p>Excellent troubleshooting and problem-solving skills</p> <p>Excellent ability to transfer knowledge within a team</p> <p>General Network administration and troubleshooting, TCP/IP and WAN/ LAN /Wi-Fi</p> <p>ITIL Certified Strong leadership skills</p> <p>Excellent communication both written & verbal</p> <p>Excellent time management & organisational skills</p> <p>Excellent understanding of operations and business priorities</p> <p>Ability to effectively manage service delivery through a 3rd party supplier</p>	
Qualifications and/or professional membership	
Essential	Desirable
<p>Qualifications and/or professional membership</p> <ul style="list-style-type: none"> • Solid IT technical background (including the design) <p>An excellent technical knowledge of ServiceNow</p> <p>Hold an ITIL Foundation qualification or higher</p>	

NHG Expectations

NHG expectations framework outlines what we expect from our staff at the five different expectation levels we have across the organisation.

This role is an **OPERATIONS MANAGER** expectation level and therefore you should refer to the **OPERATIONS MANAGER** expectation profile in addition to this role profile.

The full NHG expectations framework is available on our external job site page and intranet, Milo.

You'll be assessed on the knowledge, experience, skills, and expectations criteria at various stages throughout the selection process.