



# Service Delivery Manager



Working better together  
for our residents

## > ISandC> Service Delivery

### What's it all about

As the Service Delivery manager, you will lead a team that delivers both first and second line IT support services that are visible and measurable through SLA's and KPI's

As the Service Now product owner you will also be responsible for ensuring that NHG fully utilise ServiceNow and for producing and delivering the improvement plan that aligns to business plans, by way of delivering a high level of technical knowledge and services within NHG's IT services, platforms and solutions.

### How you'll make a difference

You will do this by ensuring organisational effectiveness by way of providing strong leadership and management for a diverse team, including 1-1s, appraisals, support & mentoring and training and development. You will lead a flexible and responsive workforce and culture that allows for rapid change and continual service improvement by ensuring effective allocation and use of staff to enable the Service Desk to deliver to the agreed KPIs/SLAs

You will also ensure effective management and support of all IT systems by providing 1st and 2nd line support for all NHG IT systems & services and supporting and maintaining the asset management process and ensure it's adoption. You will also effectively liaise with 3rd parties wherever applicable.

### How you'll do it

You will also ensure that any potential P1 issues are identified early and notified/escalated in a timely manner and identify and resolve any gaps within the processes and assist to continuously improve the way the Service Desk delivers its service.

You will ensure published ITIL processes are embedded within the team, which includes Incident, Major Incident, Problem, Change and Release Management

Ensure that you follow and keep up to date with all relevant Notting Hill Genesis and statutory policies

and related procedures including health and safety and financial regulations.

- Hybrid arrangements - at least three days a week in an office or in a community/site based/partnership setting. On other days, working from home may be possible, depending on the work needed and the interaction required.

### All about you

#### Behaviours for success

Our values set out what we stand for. You'll need to show us how you match them and how you'll behave to ensure those are visible when carrying out your work.

- Compassionate
- Progressive
- Dependable
- Inclusive
- Empowered

For each value, we've created example behaviours to help you understand our expectations in more detail. Please [refer to the framework](#). This role is at **manager** level.

This is a people manager role. Please [refer to our people manager standards](#).

#### Essential knowledge, experience and skills including qualifications and professional membership

- Qualifications and/or professional membership
- Solid IT technical background (including the design)
- An excellent technical knowledge of ServiceNow
- Hold an ITIL Foundation qualification or higher
- Excellent communication both written & verbal
- Excellent time management & organisational skills
- Excellent understanding of operations and business priorities
- Good team management skills
- Exceptional Customer Service skills including compliment and complaint handling