

Role definition

Job title:	Service Delivery Manager (Infrastructure & Applications)		
Initial reporting line:	Group Service Delivery Manager		
Direct reports:	N/A		
Business unit:	IT	Location:	Rugby

Many of our staff work flexibly, and in many different ways – remote working, part-time, time to do the school run – please talk to us on application or during the interview process about the flexibility you need. We can't promise to give you exactly what you want, but we are happy to explore what is possible for the role.

Summary

The key dimensions of the Service Delivery Manager (Infrastructure & Applications) role are:

- **Supplier Service Management** of our infrastructure and business systems suppliers – Cancom, Microsoft, HP, Cloud Direct
- **Service reporting** – Monthly Board report and ad-hoc trending reports
- **Service Transition** - Own the service transition process from project engagement to completion
- **Disaster Recovery** - Ownership of the DR documentation and annual testing activities for critical services
- **Operational Compliance** - Undertake monthly reviews of privileged accounts and work with the information security team and suppliers
- **Problem Management** - Drive problem management process and service trending
- **Change Management** - Manage the change process and its compliance (process is delivered by BT)
- **Customer Liaison** - Travel to key divisional business and supplier locations regularly (UK-wide)
- **Documentation** – Own the Shared Services Document Library, knowledgebase and its maintenance

The role requires a highly customer-focussed approach with the business and collaborative approach across the IT community

Key objectives 2020

- Improve the level of “wrap” and support we provide to our infrastructure suppliers to drive actions and improvements.
- Deliver accurate monthly service reporting and problem trending
- Deliver service transition activities
- Delivery of Disaster Recovery plan and annual testing regime.

Principal responsibilities and accountabilities

- Manage the ongoing performance of our infrastructure and applications suppliers and drive improvement
- Deliver a joined-up support operation that sees our 3rd line teams and partners working seamlessly with 1st and 2nd line teams through process, skills and technology improvements
- Own Root Cause Analysis investigations on all infrastructure and systems outages and work with senior team to deliver improvements.
- Provide proactive trend analysis to help us understand where to focus our CSIP activities.
- Support the change process by ensuring all infrastructure and systems changes are weighed against impact and communicated effectively.
- Support service transition activities by ensuring 3rd line teams and infrastructure partners are adequately skilled up to support new systems and that the relevant documentation is created and maintained.
- Ensure adherence to the incident, problem and change management processes by suppliers
- Provide management of our external infrastructure and business applications service supplier relationships with a view to maximising efficiency, value and customer experience.
- Manage the performance of our service partners through regular service reviews, customer feedback and direct measurement of performance against defined SLAs
- Manage stakeholder expectation
- Ensure adherence to the service standards and shared service processes
- Major incident management and stakeholder communication in support of the Service Operations Manager
- Ensure we have credible DR plans and are achieving periodic testing of our critical services

Person specification

Qualifications and training

- Experience in a customer facing IT technical or support role.
- Experience of delivering service improvement initiatives across a number of businesses
- ITIL accredited

Key Contacts

- Heads of Shared Services
- Infrastructure and Application Service Delivery Managers
- Morgan Sindall Technical Teams

Technical skills and experience

- Background in an IT customer-facing role, ideally; infrastructure (Server / Network) support
- Experience in multiple organisations going through similar operational change
- Excellent stakeholder manager and able to communicate at all levels
- A good understanding of Service Delivery principles (ITIL) and experience of delivering this through a combination of internal and external suppliers
- Proven track record in coordinating suppliers and internal teams to achieve service goals.
- Excellent communicator with an aptitude to communicate at both a technical and business level, with a particular aptitude to explain technical solutions in business terms
- An infrastructure background would be advantageous but not essential

