

Position Description

Service Delivery Manager

Reports to Head of Infrastructure Services	Location Wellington	Band 17	Date May 2024
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Role overview

The Service Delivery Manager is responsible for the provision of the ICT infrastructure and services that underpins Education Payroll's business operations. This is a largely in-office based role working closely with the Head of Infrastructure Services, Education Payroll's support partners, vendors, and internal stakeholders. They are responsible for making sure that services are being seamlessly delivered to both internal and external customers.

This role provides strong and supportive leadership to the team; whilst working closely with other internal team leaders and managers. The Service Delivery Manager is expected to lead by example and uphold the standards of integrity and conduct, consistent with our core values.

Key responsibilities and accountabilities

ICT service design	<p>Manage service level, availability, capacity, demand, continuity, and service catalogue across all Education Payroll's Technology stack.</p> <p>Responsible for asset and configuration management.</p> <p>Support the Head of Infrastructure Services ensuring that Education Payroll's IT Infrastructure support partners and vendors meet their SLAs and contractual obligations.</p>
Service transition	<p>Lead staff who support Release and Change Management of all ICT systems.</p> <p>A member of the Change Advisory Board.</p> <p>Supports the technical and administrative aspects of release and deployment management across all Education Payroll releases.</p> <p>Responsible for the maintenance of information about configuration items required to deliver IT services.</p>

Service operations	<p>Responsible for Technology Incident Management and Problem Management across all systems.</p> <p>Take ownership of critical incidents, coordinating with resolution parties, and establishing effective communication between stakeholders for post-incident reviews.</p> <p>Assist with operations management of the Technology stack.</p>
Resource and budget management	<p>Provide input to the IT forecast and responds to spikes in demand for resources correlating to business cycles, project prioritisation and resource consumption.</p> <p>Assist in the allocation and management of work within the Infrastructure team.</p>
Business management	<p>Provide input to the development of documentation and peer review to ensure it is completed to high quality standards and is fit for purpose e.g. configuration changes, infrastructure design specifications.</p> <p>Ensure quality assurance processes are in place to ensure that processes and checks are adhered to.</p> <p>Adhere to and contributes to SDLC organisational standards.</p> <p>Contribute to the management of issues and risks related to IT systems operations.</p> <p>Contribute to business continuity planning and ensure readiness for implementation as required.</p> <p>Provide input to security processes and ensure adherence to security processes including privacy and confidentiality as required.</p> <p>Providing accurate and regular reports to the management on performance of the service delivery.</p>

Leadership expectations

The following Leadership expectations apply to this role.

Lead self	<p>Demonstrate Education Payroll values:</p> <ul style="list-style-type: none">• Ako Learning & improving• Mahi tahi working together• Aro ki te kiritaki Customer focus. <p>Maintain positive relationships.</p> <p>Hold yourself accountable.</p> <p>Be agile and adaptive.</p> <p>Show courage.</p>
Lead people	<p>Build trust and connection and have regular conversations to discuss performance, wellbeing, and development.</p> <p>Build and maintain an engaged, inclusive, and high performing team to deliver on current and future work priorities.</p> <p>Set and communicate clear performance expectations (delivery and behaviours). Hold team members accountable for their performance and address under performance (including behavioural issues) early.</p> <p>Empower and support performance and growth through coaching, honest feedback, positive reinforcement, and development opportunities.</p> <p>Recruit, onboard and offboard employees in a way that enhances the employee experience.</p>

Lead Education Payroll	
Strategic planning	Actively contribute to creating and maintaining a strategy that aligns actions, plans and resources with business objectives.
Business planning	<p>Plan and take actions that ensure a sustainable workforce now and into the future, including developing succession plans.</p> <p>Define and prioritise initiatives across the medium and short term that align with the Education Payroll strategy and objectives.</p>

Financial management and strategic financial management	<p>Make decisions that support the effective use and control of Education Payroll financial resources, within budget and delegations.</p> <p>Ensure financial decisions align with the long-term goals of Education Payroll, maximise value and mitigate risk.</p>
Risk management	<p>Identify, assess, mitigate and record risks arising from internal process, people, systems or external events that could potentially disrupt business operations and/or breach legislative requirements.</p> <p>Escalate risks that cannot be sufficiently mitigated within your span of control.</p> <p>Take collective responsibility for enterprise risk management and understand the cumulative impact of risks across the organisation.</p>
Contract and supplier relationship management	<p>Actively manage contracts for supplies and products in a way that ensures delivery in accordance with the agreed performance standards and provides value for money for Education Payroll.</p>
Customer orientation, continuous improvement and quality assurance	<p>Consider the customer perspective, needs and satisfaction in all aspects of business strategy and operations.</p> <p>Approach operations with a continuous improvement mindset, working to enhance products, processes and services incrementally over time.</p> <p>Assure performance and quality objectives are being met through regular assessments and reviews. Take appropriate action where performance is below standard.</p>

Required experience, skills and knowledge

- A bachelor's degree or relevant work experience.
- Management experience.
- Sound ITIL Foundation Level knowledge.
- An understanding of the Enterprise and Government security standards practices, and associated guidelines is desirable.
- Sound understanding of the Software Development Life Cycle (SDLC).
- Exposure to DevOps (continuous integration and / or continuous delivery).
- Demonstrated delivery of timely and accurate operations support services.
- Exposure to complex transactions processing systems.

- Strong communication skills are integral to this role, and you should be able to interpret, analyse and explain information to both technical and non-technical stakeholders as required.
- Capability to deliver timely and accurate operations support services.
- Intermediate MS Word, Excel, and PowerPoint skills.