

Function: Digital Services
Role Title: IT Service Delivery Manager (G9)
Reports To: Associate Director – Digital Services

Overview

Digital Services refer to the application of business and technical expertise to enable the creation, management, and optimisation of or access to information and business processes. This function is the first point of contact for end user issues and is supported by Digital IT Service Desk, Technical Services and Operations Management.

Forming part of Digital IT Service Management, the role is responsible for managing the resources necessary to fulfil this role including staff management, standards and processes and providing the high-level technical knowledge into projects and strategic goals. The role is responsible for managing the budgets of the University Desktop Managed Service and Audio-Visual Replacement and the associated hardware lifecycles.

The Digital IT Service is a 24/7 operation and there may be a requirement to work out of hours, when required to ensure high service availability and completion of planned changes.

Responsibilities

- Provide input into Digital IT strategic planning in relation to Services and Support, building strong relationships with key stakeholders across the business.
- Lead, motivate and manage the performance of the L1 and L2 Service functions, to deliver a high performing service that is customer focused and works to an agreed service scope and service levels.
- Manage the Service Desk function, establish solutions, respond to incidents and requests and monitor performance. Implement process and service improvements.
- Improve service quality because of a greater success rate for releases and minimisation of disruption by planning and overseeing the successful introduction of new and changed software.
- Responsible for the creation of a hardware lifecycle policy, including managing a phased PC / Laptop replacement cycle to budget. Monitoring and evaluating response times and customer demand through careful capacity monitoring and planning of available resource.
- Manage, monitor, and communicate an Evergreen model for our operating system and oversee seamless deployment and changes across the University.
- Manage and monitor improvements to the phased replacement of the Audio-Visual solutions across the University in relevant areas.
- Accountable for the successful management of all relevant 3rd party suppliers, including regular service reviews, service level management and renewal negotiations
- Create a high performing team by providing support, coaching and mentoring to all members of the Support Team; ensuring that all objectives and commitments are fulfilled in line with expectations, agreements, and standards.
- Provides global strategic execution with the team pertaining to: Technology, Capacity Management, Asset lifecycle management, and the acquisition process for IT hardware, software & services including the transition of these across to the service delivery function.
- Develop and champion Group-wide templates for deployment of hardware and network systems based on best practices and proven technologies.
- Develop business case justifications and cost/benefit analyses for IT spending and initiatives.
- Manage adherence to all InfoSec standards across the end user compute estate

Salford behaviours

- **Achieving:** Takes accountability to make things happen and see things through for the benefit of the University and its students
- **Evolving:** Creates a better future through a constant focus on improvement and innovation
- **Inspiring:** Communicates with clarity and behaves in a way that engages and influences people to do their best for the University and its students
- **Deciding:** Objectively and effectively makes decisions in a timely fashion, placing the needs of the University and its students front and centre

Qualifications – Professional Skills Certifications (essential or desired)

- Graduate qualification or relevant professional experience

Background & Experience

- Extensive experience in managing an IT service function

Skills Framework for the Information Age (SFIA) - IT Skills & Competencies

Skill name & key responsibilities	SFIA Level	SFIA skill-level description selected for this role
IT management	7	Sets strategy for management of technology resources, including corporate telecommunications functions, and promotes the opportunities that technology presents to the employing organisation, including the feasibility of change and its likely impact upon the business. Authorises allocation of resources for the planning, development and delivery of all information systems services and products. Responsible for IT governance. Authorises organisational policies governing the conduct of management of change initiatives and standards of professional conduct. Maintains an overview of the contribution of programmes to organisational success. Inspires creativity and flexibility in the management and application of IT. Sets strategy for monitoring and managing the performance of IT-related systems and services, in respect of their contribution to business performance and benefits to the business.
Service level management	7	Sets strategies for service delivery that support the strategic needs of the client organisation. Authorises allocation of resources for monitoring service delivery arrangements. Provides leadership within the industry on the identification of future trends (for example, technical, market, industrial, socioeconomic, legislative). Develops relationships with customers at the highest level to identify potential areas of mutual commercial interest for future development, maintains an overview of the contribution of service delivery arrangements to organisational success.
Supplier Management	6	Develops organisational policies, standards, and guidelines to ensure effective supplier management across the integrated supply chain. Defines the approach for commercial communications, and the management and maintenance of the relationship between the organisation and suppliers. Creates an environment in which the organisation and its suppliers collaborate to their mutual benefit, ensuring positive and effective working relationships are developed and maintained across the supply chain. Ensures that resources and tools are in place to conduct benchmarking. Review supplier analysis and assesses effectiveness across the supply chain. Assures that the quality of the services delivered by suppliers meet contractual commitments and business needs. Manages risks associated with information security, continuity and integrity of supply.
Performance management	6	Manages senior individuals and groups. Determines and delegates management responsibilities. Sets performance objectives, and monitors progress against agreed quality and performance criteria. Initiates, develops and monitors effective performance management processes. Sets the example for proactively building working relationships within the team, acting as an escalation point for staff and ensuring relationship challenges are addressed. Provides coaching and support and delegates responsibilities where possible, in order to achieve corporate objectives. Mentors and influences senior individuals in consideration of their career opportunities and contribution to the organisation. Leads on formal processes such as compensation negotiations and disciplinary procedures.
Knowledge Management	7	Leads the creation of a knowledge management culture. Develops an organisation-wide knowledge management strategy for capturing, organising and developing information, knowledge and stories from employees, customers and external partners. Embeds knowledge management across business units and develops strategic knowledge management capabilities. Reinforces the importance of knowledge sharing by aligning individual and organisational objectives and rewards. Identifies opportunities for strategic relationships or partnerships with customers, suppliers, and partners.
Customer Service Support	6	Influences the strategic direction and takes responsibility for the full range of customer service functions, including organisational frameworks for complaints, service standards and operational agreements. Defines service channels, service levels, standards and the monitoring process for customer service or service desk staff. Provides leadership to deliver the service culture required to deliver required organisational outcomes. Takes responsibility for business continuity and legal, regulatory, and contractual compliance.

One of our strategic ambitions, articulated in our current strategic framework, is to advance equality, diversity, and inclusion (EDI). This includes achieving greater diversity within our workforce and creating an inclusive working environment service wide. We will create a culture that is collaborative and innovative and that adapts to the changing needs of our clients. EDI will be fundamental to this culture. In this role, you can expect to: contribute to our thinking and be challenging on how Salford can transform the way it addresses equity disparities, embraces diversity, and becomes more inclusive.

The University of Salford is committed to an inclusive approach to equality and diversity. We make every effort to form shortlisting and interview panels that are diverse in terms of gender, age, ethnicity, nationality, and socio-economic background.