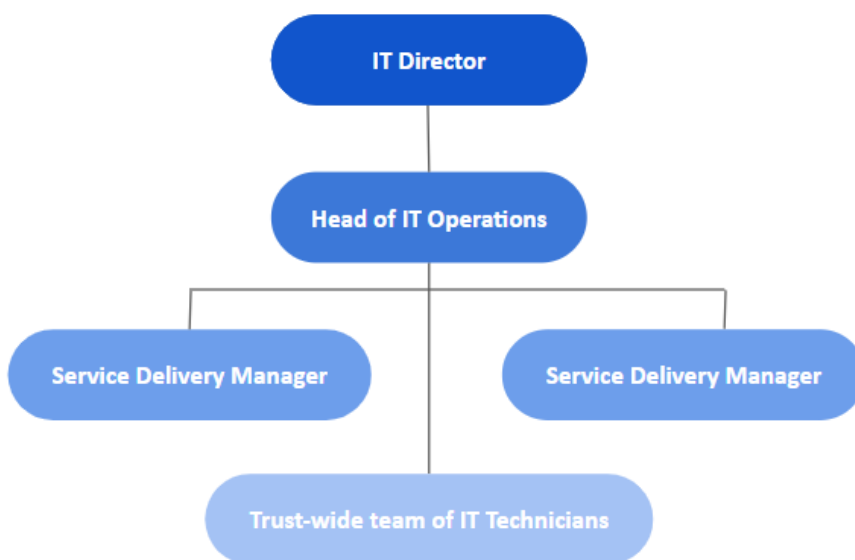


Job Description

Job title: Service Delivery Manager
Reports to: Head of IT Operations
Location: Leigh Academies Trust, Head Office (Strood, Kent)

Structure for September 2022



Job Summary

- The Service Delivery Manager (SDM) will work as part of a team of two SDMs at Leigh Academies Trust. The post holder of this particular role will lead on analytics and reporting associated with SDM duties, whereas the second SDM will lead on rotas and scheduling.
- The SDM coordinates the delivery of services from the associated technical and service teams, ensuring a cohesive, high quality service is delivered to all the academies within the Trust.
- The SDM delivers a demonstrable effective approach to the delivery of day-to-day service. The role requires general appropriate technical diagnosis, planning skills and management experience. The Service Delivery Manager is responsible for ensuring that the SLAs are met or exceeded and that the required service reports are produced and are analysed and then presented to the client - this includes (but not confined to) Service Performance Reports and Capacity Management Reports. Also the overseeing of the software / hardware request processes.
- The SDM will have a knowledge of the up and coming renewal projects and service scope; ensuring out-of-scope is handed over to BAU Support. A 'can do' attitude is essential.
- You must have ITIL accreditation as we model the IT support on the best practice for IT delivery.

Key Responsibilities

- To manage challenging client critical support services.
- To deal with high priority issues and subsequent stabilisation of services in a demanding, time pressured environment.
- During business-as-usual periods, actively initiate and pursue service improvement tasks.

- During challenging periods, maintain a clear and calm attitude whilst showing appropriate levels of concern and pursuing a suitable course of action to overcome the problems presented.
- Support solutions in a multi-provider environment which can involve third parties.
- Operate as a delivery-focused manager who motivates staff by maintaining a positive attitude and through appropriate delegation and control.
- The candidate will ensure that good communication and levels of understanding are maintained with the client through regular and ad-hoc meetings and through reviewing support tickets. Monthly meetings with Principals are planned and delivered to discuss any IT support issues or concerns they might have.
- To provide regular, succinct and accurate reports to the MS management covering all aspects of the services under management; major incidents and problems.
- Follow best practice and deliver using an end-to-end quality approach.
- To set and manage staff rota with other SDM.
- Analyse support problems and find resolutions.
- Deal with multiple support issues at once and manage expectation levels of clients on support resolutions.
- Report highlights to the Head of IT Operations.
- Problem and incident management ensuring SLAs are achieved and client expectations are met/exceeded.
- Change management experience (Change Advisory Board) and able to implement new service introductions/upgrades.
- Provide cover for the other SDM when necessary, and be fully knowledgeable of their role and responsibilities (and vice versa).

Person Specification

Skills and experience required:

- Self motivation, flexibility, initiative and integrity are required to ensure that our clients and the management team have a high degree of confidence in the candidate's ability to efficiently manage the services with minimal intervention.
- Good time management skills are essential.
- Strong influencing and communication skills are essential, as is an aptitude for attention to detail and the ability to maintain effective control over many tasks in parallel.
- A practical and logical approach to problem management.
- ITIL v3 foundation or above accreditation (essential).
- Experience of managing successful teams.
- A high level of oral and written communication skills in order to communicate effectively with senior managers, colleagues and other stakeholders.
- Strong client facing and communication skills (both verbal and written).
- Able to work under pressure and think clearly in challenging situations in a logical manner.
- Work with a flexible approach with a fluid organisational structure that requires both teamwork and self sufficiency as necessary, with the ability to work under minimal supervision.
- Good understanding of service reporting/reviews.
- Ability to prioritise and multi-task across several concurrent incidents.
- Level 2 & Level 3 support background with varied technical skills.
- Be able to demonstrate a working understanding of network infrastructure.

Safeguarding of students and Duty of care

All staff, regardless of role, level of seniority and location, have a responsibility to ensure the highest levels of safeguarding and promoting the welfare of our pupils, and we expect all our staff and volunteers to share this commitment. We must collectively create an environment where children feel safe to learn, play, and grow. Children should feel comfortable in their surroundings and know that they can approach any responsible adult with any problems or concerns.

All staff must be able to identify any children who are at risk of harm, and know the characteristics of abuse or neglect. If you suspect or confirm harm then it's essential you know what actions to take.

Annual safeguarding training is offered to all staff at Leigh Academies Trust, and it is the staff member's responsibility to be aware of the most up to date guidance documented in the [Keeping Children Safe in Education document \(Department of Education\)](#).

Notes

The job description allocates duties and responsibilities but does not direct the particular amount of time to be spent on carrying them out and no part of it may be so construed. This job description is not necessarily a comprehensive definition of the post. It will be reviewed at least once a year and may be subject to modification or amendment at any time after consultation with the holder of the post.

The duties may be varied to meet the changing demands of the academy/business unit at the reasonable discretion of the Principal/Director. This job description does not form part of the contract of employment. It describes the way the post-holder is expected and required to perform and complete the particular duties as set out in the foregoing.