

Head of Service Delivery

Essential skills

- Explain and discuss complex issues plainly and concisely
- Articulates technical and non-technical solutions and designs to a variety of audiences
- A structured and self-disciplined approach to work; effective at managing own time with good planning skills.
- Strong interpersonal skills and the ability to listen, question and interpret stakeholder requirements and build on-going relationships
- Engage and influence at the highest levels
- Ability to understand the needs of the business, as well as have a good technical grounding with proven experience of bringing together technology resources to meet business needs.
- Strong track record of customer engagement and delivery success. Considered a trusted advisor and thought leader by clients
- Competence in requirements management tools e.g. MIRO, Visio, must have experience of MS Applications

The role

The Head of Service Delivery works with internal departments to determine the contribution that Service Delivery makes to achieving business objectives. They define an appropriate service delivery and support strategy for the organisation, implement it in terms of resources, processes and tools, and manage the team.

They understand the current service delivery and support, identify future needs, and create solutions to help meet those needs.

They're credible with the gravitas to engage the senior leadership team and all levels of the organisation on a peer-to-peer basis.

They demonstrate a level of professionalism, resilience, and flexibility - able to adjust positively to situations that involve changing scope/ approaches, shifting priorities or ambiguity.

They understand the technology landscape and can apply this to the individual client's needs and know which to use, or how to blend them for optimum business value.

Responsibilities

Understand business stakeholders, their drivers and pain points and define their service delivery and support needs.

Perform discovery and research to uncover business leaders' delivery and support pain points and use a wide range of insights to help support the creation of solutions for their teams.

Support the creation of commercial proposals based on initial engagement and findings, this will include possible solutions - change and IT, approach and estimating.

Position yourself with the senior leadership team as a partner and expert to build and maintain support and service relationships.

Team Management

- Develop the function and ensure appropriate tools and processes are in place
- Line manage, coach and develop the Service Delivery team
- Work with the change and project delivery teams to transfer knowledge and support ways of working necessary for ongoing service management

Experience

- Sound understanding of computer systems, networks, security, telecommunications, databases, and storage systems
- Understands ITIL principles and frameworks, has experience of implementing a Incident / Problem and Support framework in a similar sized organisation.
- Understands best practice methodologies such as Waterfall/ Agile, Prince, DevOps and ITIL.
- Understands relevant legislation, regulatory and cyber security requirements underpinning ICT service provision.