



## JOB DESCRIPTION

<b>JOB TITLE</b>	Head of Service Delivery	<b>REPORTING TO</b>	Head of ICT Services
<b>SECTION</b>	ICT Services	<b>LPU</b>	B

### MAIN PURPOSE OF ROLE

- Responsible for the provision of high service level achievement, service innovation and Service Quality to ISO20000 levels using ITIL guidelines.
- Influences the provision of strategic business / service development and business management activities within West Midlands Police.
- Drives Continuous Service Improvement Processes through the end to end service delivery organisation and matrix managed structures
- Focused on ensuring the cost effective service delivery and operation of computing and information services to agreed Service Levels.
- Overall responsibility for the success of the end to end service and the development of client relationships within the sphere of the Information Services department.
- Develops and motivates team members and identifies resource requirements across a wide range of services
- Acts as a mentor to other team members and successfully develops core skills within the team.
- Can deputise for the Head of ICT at meetings relating to service delivery matters
- This position will require an exceptionally skilled and service delivery focused manager.

### KEY RESPONSIBILITIES

- Wide experience in a service-orientated IT management role, including responsibility for budget management and service delivery.
- Responsibilities include developing effective support operations, managing action plans and controls, managing, assisting and developing professionalism of the support teams, detecting and using people's skills and talents appropriately, structuring the area and organisation of work, and managing different types of resources.
- Ability to translate of the IS strategy into a set of operational requirements for the Service Delivery Organisation (SDO).
- Has a good understanding of broader business / service issues in the public and private sector.
- Can anticipate potential impacts of policies, decisions and events concerning the Service Delivery Organisation.
- Chairs relevant meetings, workshops and presentations as required on service related matters
- Attends the monthly customer facing Service Level management meetings and the quarterly business focussed meetings as required.

## COMPETENCIES REQUIRED FOR EFFECTIVE PERFORMANCE

<b>Skills</b>
<ul style="list-style-type: none"><li>• Typically this role requires more than 15 years in the Service Delivery environment, with at least 10 years operating at a senior managerial / board level with major budgetary responsibility.</li><li>• Has managed very complex situations calmly reaching effective decisions to support the Head of ICT and the IS strategy.</li><li>• Can generate a good rapport with others and, when appropriate, can play the role of conciliator. Prepares and delivers effective presentations. Prepares presentations for senior management and can deliver these as appropriate. Facilitates meetings and may chair working committees.</li><li>• Plays a proactive role in the business unit and is an effective leader in the organisation including wider Police orientated service initiatives (e.g. ACPO ITIL SMB)</li><li>• Capable of issuing directives/guidelines/policies specific to the function and with relevant delegated authority.</li><li>• When applicable, capable of negotiating and/or approving agreements with suppliers/clients.</li><li>• Strong business acumen and outstanding communication skills.</li><li>• Strong leadership, able to engender staff loyalties and a 'can do' attitude with a spirit of enthusiasm and teamwork.</li><li>• Experience in policy making and strategic direction.</li><li>• Experience as a member of a senior / board management team.</li><li>• Substantial Project and Customer Relationship Management experience.</li><li>• Ability to assist the Customer in the development and alignment of the technical strategy in support of the business strategy.</li></ul>
<b>Education</b>
<ul style="list-style-type: none"><li>• Evidence of tertiary education / qualifications is highly desirable.</li><li>• Minimum IT Service Management Qualification: ISEB Managers Certificate in IT Service Management. (ITIL V2 or V3 Managers Certificate preferred/desirable, not essential.)</li><li>• Business led qualifications gained in commercial or public sector organisations</li></ul>