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Post Title: Head of Service Delivery Transformation
School/department: IT Services
Hours: Full time (37.5hrs a week) Requests for part-time working patterns can also be considered (subject to business need).
Location: Brighton, United Kingdom
Contract: Fixed term for 12 months
Reference: 21787
Salary: Starting at £64,914 with the possibility of a Market Supplement depending on experience and skills
Placed on: 27 September 2023
Closing date: 05 October 2023. Applications must be received by midnight of the closing date.
Expected Interview date: To be confirmed
Expected start date: As soon as possible.

The University of Sussex is seeking a dynamic and highly experienced IT professional to play an important role in transforming key service delivery processes.

In this twelve-month role, you will work across both project and operational teams to define and deliver the services, tools and capabilities required to support modern hybrid work and study, and to shape how Service Delivery will operate within this new model.

Your knowledge, skills and insights will equip you to work closely with the IT leadership team in providing high level advice on strategic direction and priorities.

The successful candidate will have a track record as a senior manager in shaping, planning and delivering IT service delivery strategies that enhance their customers' success. You will enjoy the challenge of coaching and mentoring a team to drive both organisational performance and staff fulfilment.

This is an exciting time to join IT Services at Sussex. We are a highly motivated, diverse and energised team, mobilising ambitious projects to transform the digital and technology experience of our colleagues, students and partners.

Applications should consist of a CV and covering letter, and be sent to our representative Grace Tattersall at Anderson Quigley grace.tattersall@andersonquigley.com.

The University of Sussex values the diversity of its staff and students and we welcome applicants from all backgrounds.

Please note: The University requires that work undertaken for the University is performed from the UK.

2.   The School / Division

Led by our Chief Digital Transformation Officer and his Leadership team, we are now embarking on an ambitious programme of change. Over the coming years, this digital transition will be an ever-developing programme supported by senior stakeholders both financially and strategically. This University will be a very different world in years to come and aspires to achieve levels of performance and digital delivery yet unseen in the sector. All of this is underpinned by major construction and estate renewal, an exciting programme of work to add thousands of accommodation spaces, and a network replacement project to install the latest digital infrastructure as part of the journey towards a fully data-enabled organisation.

Why work here…

Our University is situated just off of the A27, next to the beautiful South Downs where you will enjoy everything that our 150-acre campus has to offer. We are easily accessible by public transport; a 5-minute walk from the train station and bus stops within the campus. We have dedicated cycling paths and encourage our staff to cycle to work with our offering of a cycle to work scheme.

Sussex is a renowned, research-led International University and this is only possible because of the people that work here. Whether you are Faculty, Student, or a member of a Professional Services Team, it's our people that make us great and we want you to be part of that.

The benefits that you will receive from day one:

- Generous pension scheme 31.4% total (grades7-10)
- Life insurance of up to 3 times your annual salary for any pension-enrolled employees.
- Purchase additional Annual Leave though our Scheme for a great home and work life balance.
- Discounts of public transport, Cycle to work Scheme, and special rates in hotels in Brighton and the Sussex region.
- Discounts on high-street shops through our Rewards partner, along with a Cash back Health Plan.
- Considerable discount on our on-site Gym Facilities because we care about our employees' Health and Wellbeing.

3.   Job Description

Job Description for the post of: **Head of Delivery Transformation**

Department: IT Services

Section/Unit/School: IT Operations

Location: Shawcross, Falmer

Grade: 9

Responsible to: Assistant Director, IT Operations

Responsible for: Customer Helpdesk Team Lead [G8] x 2
Senior Switchboard Operator [G4] x 1

The Service Delivery Transformation Lead takes a key role in delivering the ITS Operations future Service delivery model. The post holder will take a lead on setting the tone, manner and data informed service that ITS will deliver to all users of line business services and applications.

The post holder will split their time equally between the Flexible Workspace project and fundamental reshaping of current Service Delivery provision. The Flexible Workspace project will deliver the services, tools and capabilities required to support modern hybrid work and study. In parallel to the Flexible Workspace project, we need to reshape and redefine how Service Delivery will operate within this new model. The post holder will therefore play a key role in creating the future service delivery vision and defining the journey the current teams will take to move from where we are now, to where we need to be in the future.

The Service Delivery Transformation Lead works alongside the IT leadership team in providing high level advice on strategic direction and priorities for the Customer Services Team.

PRINCIPAL ACCOUNTABILITIES

1. Provide mentoring to the Head of Service Management in creating the future Service Delivery model for a number of teams (Service Transition, IT Asset Management, Customer Help Desk, Switchboard).

2. Responsible for defining data informed service delivery and the tooling, skills and resources required to deliver these.

3. Work with a diverse range of stakeholders to agree and clearly articulate what location and device agnostic access to line of business services, applications, teaching and learning looks like.

4. Support the development of the business case(s) and supporting projects to deliver on the future service delivery strategy, including the decommission and/or transition of existing services.

5. Collaborating with team colleagues, IT Services functions and other key University stakeholders, the role will provide oversight and assurance for requests, queries, and incidents, ensuring expert support and advice to our complex community of customers.

6. Act as the Senior Responsible Officer (SRO) for related service management escalations and the resolution of major incidents.

7. Support the evolution of the standard IT Service Management toolset and ensure that it is used to independently organise and monitor daily work, the priorities of service delivery teams and other teams across ITS.

8. Use agile work practices and productivity tools to deliver and support significant work packages that meet project, service improvement and compliance outcomes.

9. Proactively seek opportunities to develop personally and improve relationships with the team, ITS colleagues and broader University stakeholders and customers

10. Deputise for the Assistant Director, IT Operations as required from time to time.

KEY RESPONSIBILITIES

1.   Departmental Leadership

1.1 Provide leadership across a number of teams, setting standards of service, targets and objectives
1.2 Ensure the appropriate allocation of resources to achieve targets and objectives including the selection, induction, performance management and development of all members of the department
1.3 Set departmental the direction and vision
1.4 Ensuring service and departmental culture are in strategic alignment with the institution.
1.5 Support the development of others, providing leadership and coaching in area of expertise
1.6 Foster an ethos of continuous improvement

2.   Service Delivery

2.1 Working within overall university policy and procedure, ensure the effective management of responsibilities in the area of expertise. Plan and allocate resources to support the achievement of departmental targets and objectives.
2.2 Development of departmental/functional strategic plans
2.3 Ensure effective service delivery within area of responsibility.
2.4 Provide reports and other communication media internally and externally as appropriate. To undertake analysis, interpretation and presentation of complex and conflicting information to inform decisions related to subject area
2.5 Identify critical issues when resolving problems particularly where there is complex or competing information and use university strategy and objectives to make decisions.

3.   Strategy and Planning

3.1 Based on a broad and deep set of knowledge and experience, set strategic direction in areas of responsibility.
3.2 Shape policy development and provide guidance on strategic agenda
3.3 Ensure appropriate governance is in place for area of expertise.

4. Customers and Stakeholders

4.1 Proactively engage with internal and external stakeholders, colleagues or students to ensure the effective delivery of strategic objectives, initiate and develop relationships, providing analysis of data and information to inform decisions as necessary, showing appropriate sensitivity when needed.
4.2 Persuade, influence and negotiate as appropriate to further the objectives of the University

5. Role Specific Responsibilities

5.1 Be the point of contact to resolve complex technical issues and provide leadership in response to queries from across the business as well as from within ITS.
5.2 Responsible for the overall management of all tickets and queues in the IT Service Management tool, leading responses to incidents and requests.
5.3 Responsible for performance of the IT Asset Management function.
5.4 Responsible for the performance of the Service Transition function.
5.5 Chairs the Change Advisory Board (CAB).
5.6 Responsible for the performance of the Switchboard daily operation.
5.7 Responsible for the design of the support structures in conjunction with key stakeholders in Academic and Professional Services Departments.
5.8 Line managing members of the team, including providing appropriate supervision, motivation and support and identifying staff development and training needs.
5.9 Providing strategic direction to ensure that there is a culture of constant improvement.
5.10 Supporting teams in setting service standards in their areas and monitoring performance against these standards and identifying improvement and enhancement opportunities.
5.11 Create a collaborative, business driven and customer focused culture within the teams with strong working relationships with other teams in ITS in order to support effective and timely delivery of projects, initiatives and resolutions to requests and incidents.
5.12 Manage appropriate support contracts and to monitor the performance of third party maintenance contractors.
5.13 Maintains an up-to-date knowledge of key trends and developments related to all aspects of end user computing.
5.14 Participate in sprint planning to determine the team's objectives for upcoming sprints.
5.15 Perform work tasks in accordance with sprint plans to deliver specified outputs and outcomes.
5.16 Participate in agile ceremonies such as stand-ups, story refinements, and team retrospectives; ensure the team has a clear understanding of priorities and next steps.
5.17 18. Working collaboratively with all other members of ITS team to ensure the reliability and robustness of the services provide by the ITS Division.

To carry out any other duties that are within the employee's skills and abilities whenever reasonably instructed.

This Job Description sets out current duties of the post that may vary from time to time without changing the general character of the post or level of responsibility entailed.

INDICATIVE PERFORMANCE CRITERIA

1. Leading a team of 29 staff that may at any time include both permanent and fixed-term or contract staff to deliver services.

2. Does not have any budgetary responsibility.

3. Is responsible for oversight of procurement guidance, asset management, deployment and servicing of all desktop, laptop, printers and other associated peripherals across the University.

4. Responsible for the setting, monitoring, reporting and achievement of targets related to agreed service KPI's.

5. The post holder reports to the Assistant Director, IT Operations, but enjoys a defined level of autonomy and responsibility to enable the post holder to manage their own work and that of their reporting managers to achieve their agreed objectives. The role holder also supports the senior leadership team of their Division to achieve the strategic and operational goals of the University, Professional Services & their Division. The post holder is expected to work collaboratively across the University and with key stakeholders to deliver single team working that efficiently and effectively supports the achievement of those goals and objectives.

6. Support achievement of the Division's/Unit's/School's compliance with all applicable statutory and regulatory compliance obligations, including (but not limited to): UKVI, Health & Safety, the Prevent Duty, data protection, Competition and Markets Authority requirements and equal opportunities, as appropriate to the grade and role. Additionally, to promote good practice in relation to University policy, procedure and guidance in relation to those compliance matters in respect of students, staff and other relevant parties.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

1. Normally educated to degree level, or other equivalent qualification, or relevant level of experience, as appropriate to the discipline (see role-specific criteria below).]

2. Proficiency in a specialist area, with broad and deep knowledge and understanding of field and the relationship between different fields.

3. Highly effective leadership skills with the ability to motivate others to achieve.

4. Excellent oral and written communication skills with the ability to present concepts, vision and strategy in a way that can be understood the audience.

5. Well developed planning and organisational skills, including project management with the ability to delegate to team members.

6. Excellent interpersonal skills with the ability to effectively influence, persuade and negotiate in area of expertise, effectively contribute to team working to build and develop working relationships.

7. Well developed analytical skills with the ability to generate effective solutions from concepts and vision and make effective decisions to deliver vision.

8. Effective IT skills on MS platform.

ESSENTIAL ROLE-SPECIFIC CRITERIA

1. Extensive customer service management delivery to a complex and diverse range of stakeholders who have a wide range of IT related experience.

2. Extensive support experience in a wide range of hardware, software and systems.

3. Demonstrable experience of continual service improvement success.

4. Good IT Asset Management experience

5. Excellent knowledge of effective service reporting against agreed KPI's.

6. Experience of formal change management processes

7. Extensive experience of working as a manager / team leader in a service management function

DESIRABLE CRITERIA

1. Knowledge of the Higher Education sector.

2. Experience working with Agile delivery practices.