



Job Description

JOB TITLE	Service Delivery Manager
JOB FAMILY	Technology
PHASE	Central
HOURS	Full time position
REPORTING TO	Service Operations Manager
RESPONSIBLE FOR	IT Field Technicians / IT Technicians / IT Apprentices

Job Purpose

To deliver an effective operational relationship and engagement between Information Technology (IT) service and all The Thinking Schools Academy Trust and its academies and partners ensuring ICT services are delivered, cost effectively and efficiently. Understanding, and aligned to the customer needs, you will manage the onsite delivery, technicians, and projects providing leadership to ensure administration and learning outcomes are maximised, using the principles of ICT best practice to agreed service levels.

You will be expected to form key relationships with each customer and become an ambassador Information Technology (IT) service, responding to changes, and issues using best practices and to a high standard, complying with all legal requirements and Trust policies and principles, providing training and guidance to customers and technicians.

Duties and Responsibilities

Main Duties

- To ensure that IT services delivered are consistent within the Thinking Schools Academy Trust, considering the customers individual need, achieving best value and meeting or exceeding agreed service and operational level agreements
- To ensure that services delivered follow governance frameworks, implement process improvements as required to ensure the services delivered continue to meet existing and future customer service expectations
- To use management information to lead, monitor and measure day to day service



delivery operations and performance and implement plans to address any issues with the service and the wider customer experience

- To initiate and proactively manage the delivery (across technical and support teams) Continued Service Improvement Plans, demonstrating tangible improvements in services, efficiency, business benefits and improvements to customer satisfaction ratings.
- To build effective relationships between the IT service, the Customer (and their key stakeholders) and Suppliers, additionally acting as an enabler to identify any potential service improvements
- To proactively introduce, implement, and manage the service's Service Level, and Operational, agreements to ensure support services and agreed service level commitments are achieved, and that the matrix managing of service, technical, and third-party teams deliver a service that continues to deliver against Customer expectations.
- To act as the main point escalation for all customer IT service issues and requests, analysing information to resolve complex problems, taking ownership to ensure coordination of resolving parties, effective communication to stakeholders and post incident review in line with the services policies
- To lead and own the Incident, Request, Change and associated Escalation processes, ensuring that tasks are created and managed in line with agreed priorities, containing all the required information, challenging where additional information is required
- To lead the resolution conflicting service needs, and escalation/de-escalation between the service and customer for the timely, solution focused resolution of issues, liaising with the wider technical and support teams
- To lead and manage the operation of the service delivery team, creating comprehensive work/project plans with clear deliverables, assigning tasks and managing workload priorities for both team members and yourself
- To monitor, review and assess performance of the service performance against the key performance indicator and metrics, preparing relevant details reports for a range of stakeholders in line with customer/service requirements
- To undertake and lead customer engagement and communication, building customer relations and understanding with the requirements needed, through Regular meetings with key stakeholders to discuss plans and service requirements/issues.
- To lead the creation and management of comprehensive service development plans for each customer, defining priorities/forecasting hardware replacement, software requirement, and service changes
- To work with the wider service delivery team leadership to plan, act, and review service operational procedures to ensure that they are consistent, and fit-for-purpose, developing new procedures and knowledge articles relating to service delivery



- To lead the management of client devices throughout their lifecycle selecting the relevant assessment and configuration management process, including the detailed recording and maintenance of asset information ensuring records are accurate and correctly assigned
- To lead and management the planning, procurement, and delivery of replacement client IT equipment within the technology investment program through proactive meetings within the service and with the customer
- To lead and/or facilitate, the creation, management, and delivery of customer projects, acting as the key point of contact for the customer and service, providing regular status updates and progress reports
- To lead the service delivery team, producing and regularly maintain the production of detailed rotas, detailed asset lists, and plans for operational and project delivery
- To co-ordinate and provide training (including how to undertake repairs), support and guidance to team members, producing training materials and sessions for both day-to-day and new program delivery
- To be approachable, communicating with customers ranging from students, staff, directors, governors, guest, and suppliers and contractors, responding to a range of difficult issues and requests
- To be proactive in your professional growth and development, using available resources to improve skills and knowledge
- To respond to, both orally and in person, customer comments and complaints, owning each issue from receipt to resolution
- To be calm under pressure, and adjusting to changes in work priorities based on conflicting operational need, maintaining a positive customer engagement
- To work flexibly on as needed basis, and to be willing to support both pre-planned events and unforeseen ICT issues, or upgrades, which cannot be performed during normal working hours
- To maintain strict confidentiality both inside and outside the workplace, ensuring that all communication is clear and professional and complies with Trust policies.
- To provide own vehicle for transportation as required

GDPR

- Ensure confidentiality of personal data at all times by sharing, processing, obtaining and advising on data in line with Trust Data Protection & ICT policies and procedures. Having due regard for the high level of personal and special category data processed within your role.

Generic Duties relevant to all members of Staff



Working with colleagues and other relevant professionals

- Communicate effectively with other staff members, customer and service users
- Collaborate and work with colleagues and other relevant professionals within and beyond the Trust
- Develop effective professional relationships with colleagues

Professional development

- Help keep their own knowledge and understanding relevant and up-to-date by reflecting on their own practice, liaising with their line manager and identifying relevant professional development to improve personal effectiveness
- Take opportunities to build the appropriate skills, qualifications, and/or experience needed for the role, with support from the Trust
- Take part in the Trusts appraisal and performance management procedures

Personal and professional conduct

- Uphold public trust in the education profession and maintain high standards of ethics and behaviour, within and outside school
- Have proper and professional regard for the ethos, policies and practices of the Trust, and maintain high standards of attendance and punctuality
- Demonstrate positive attitudes, values and behaviours to develop and sustain effective relationships with the Trust community
- Respect individual differences and cultural diversity

The Trust

- The ethos of our Trust is “Transforming Life Chances”. All staff are expected to be committed to this aim in everything they do.
- It is expected that all staff work collaboratively as members of the Trust to share good practice, resources and ideas and realise the Trust’s visions and aims. All staff should act with professional integrity at all times, following the “Code of Conduct”.
- You will be based at TSAT Hub. However, you may be asked to work at any of the other Hubs within the Trust and you should expect to travel between sites as required.

Teaching and Learning

- This is our core business and therefore it is an absolute priority. You are expected to support all teaching staff, irrespective of seniority, to ensure they concentrate on the



core business. This may mean undertaking tasks outside of your area of responsibility where required.

Customer Service

- At TSAT customer service is paramount to our way of work; All staff will be required to mirror our philosophy and take pride in offering a fantastic customer experience to all stakeholders modelled on our four Customer First Values - Trusted, Solution Focused, Approachable & Timely

ICT

- It is expected that all teaching and support staff follow the ICT Vision of the Trust.
- All staff will be expected to utilise ICT and to improve communication and reduce paper use. Security procedures must be followed when using ICT systems.
- All staff are expected to follow the procedures as laid out in the Trust's Acceptable Use Policy. Staff are also expected to ensure that they follow Trust policies with regard to professional conduct when using ICT systems or Trust ICT equipment.

Health and Safety

- Employees are required to work in compliance with the Academy's Health & Safety Policies and under the Health and Safety At Work Act 1974 (as amended), ensuring the safety of all parties they come into contact with, such as members of the public, in premises or sites controlled by the Trust.
- In order to ensure compliance, procedures should be observed at all times under the provision of safe systems of work through safe and health environments, including information, training and supervision necessary to accomplish those goals.

Safeguarding

- The Thinking Schools Academy Trust is committed to safeguarding and promoting the welfare of children and young people and all staff must ensure that the highest priority is given to following the guidance and regulations to safeguard children and young people. All staff are to have due regard for safeguarding and promoting the welfare of children and young people and to follow the child protection procedures adopted by the Thinking Schools Academy Trust. Any safeguarding or child protection issues **must** be acted upon immediately by informing the Designated Safeguarding Lead.



Data Protection

- The Thinking Schools Academy Trust takes the responsibility of protecting and securing the data of Pupils, Staff, Parents and all associated individuals very seriously. The Trust requires all staff to complete data protection training and to adhere to its Data protection policies and procedures. All staff must ensure that if they suspect a data breach they must inform the Trust Data Protection officer immediately.

This job description forms part of the contract of employment of the person appointed to the post. The duties, responsibilities and accountabilities highlighted in this job description are indicative and may vary over time at the discretion of the Trust. This job description will be reviewed annually and is an integral part of the Appraisal and line management process.

The duties and responsibilities in this job description are not restrictive and the post-holder may be required to undertake any other duties that may be required from time to time. Any such duties should not however substantially change the general character of the post.

I understand and agree to the job description of IT Field Support Technician

Name:

Signed:

Date:

Personal Specification

Essential

- Proven experience in IT service delivery/management in a customer facing environment
- Experience of ITIL and IT Best Practices and able to display a strong working knowledge of ITIL Incident and Change Management
- Can demonstrate success in team environments, showing leadership responsibility and accountability with for team members
- Can demonstrate experience of analysing performance/service data to identify trends and improvements, and using data to provide recommendations to the service and customer
- Experience of managing business planning processes and how Service Delivery is maintained or supported through the process
- Experience of matrix management of IT services to customers, with no direct line management responsibility for the technical resources required



- Experience of transition management, managing complex transitions of existing services and the implementation of new services, working closely with support and technical resources at all levels
- Experience of producing documentation and reports suitable for a range of stakeholders, ranging from senior leaders to users
- Experience of managing IT projects, including the development and implementation of project, risk, and resource management plans
- Experience of using Service Request (Helpdesk) Management systems to manage and analyse tasks and performance data (i.e. TopDesk, ServiceNow)
- Experience of managing team members undertaking all line management responsibilities, and creating a positive team based working environment
- Experience of liaising with third-party suppliers, for the procurement and delivery of equipment and services, in line with all applicable policies, regulations and laws
- A logical approach to troubleshooting, diagnosing, and resolving problems (technical and non-technical)
- Leadership skills together with excellent interpersonal, communication & organizational skills to engage positively with a variety of stakeholders
- Have strong people skills - being approachable, solution focused, a good listener and empathetic
- Detail-oriented and able to find focused solutions to customer problems
- A passion for Service Improvement
- Excellent prioritisation skills and an ability to make decisions quickly, enjoying multi-tasking in a busy fast-changing environment
- Positive about embracing challenge and change, open to experimenting and fresh ideas
- A good standard of basic literacy and numeracy demonstrated through 5+ GCSEs at grade A*-C or equivalent, including English and Mathematics
- Strong analytical skills and able to interpret information from numerous sources to prepare and present reports
- The ability to communicate verbally and in writing in a courteous manner
- The ability to work independently on own initiative, and co-operatively within a team environment
- The ability to work under pressure
- Flexibility with your schedule to adapt to the changing customer needs
- Ability to create both technical and non-technical documentation using a range of software and tools, including, word-processing, spreadsheets, and presentation applications
- Ability to work with and assist, both remotely, and if required in person (through travelling), all academies and partners within The Thinking Schools Academy Trust.
- Full UK Driving License, with access to own transportation

Desirable

- Experience in providing IT onsite support within business/education context
- The willingness to move things forward by acting without needing to be asked and without escalation



- Experience of analysing complex log, records, and performance data, formulating opinions to plan, act, and review
- Interest industry and technology trends to provide advice on strategic business and technology solutions
- Degree educated (2.1 or higher) or equivalent
- ITIL Service Delivery Certification