



SERVICE DELIVERY MANAGER RECRUITMENT INFORMATION PACK

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Dear Applicant

Thank you for your interest in working for the School Partnership Trust Academies group.

The School Partnership Trust Academies is an educational charity that sponsors a chain of 40 academies and has a proven track record of securing transformational change and sustainable school improvement.

Our vision is to provide high quality education and deliver the best outcomes for young people with an ethos based on four founding principles of Quality, Partnership, Aspiration and Responsibility. At our core we provide outstanding educational provision for families, firmly rooted in the context of the local community. We seek to support lifelong learning, and provide excellence in teaching through high expectations with adherence to traditional values and standards.

This is an exciting time in our development as we continue to expand our group of schools and to have further impact upon the lives of young people. You will be joining an ambitious and innovative organisation, so we are looking for an imaginative member of staff who can secure positive outcomes for our young people, staff, families and the wider communities that we serve.

We are looking for an outstanding member of staff that can take the organisation onto greater success, inspiring the children to attain the highest level possible.

If you share our vision and passion for young people and their families then we would like to hear from you.

Yours faithfully

Sir Paul Edwards
Director and CEO

School Partnership Trust Academies Vision and Values

Our vision is based on the values and the principles of the School Partnership Trust Academies, the academy sponsor. Our academies pride themselves on being:

- Institutions with high expectations both for the individual and where there will be a collective responsibility, for raising community aspirations.
- Caring schools, based upon social responsibility, honesty, equality and consideration for others.
- Highly successful schools where self-help, self-determination and self-improvement are encouraged.
- Innovative and energising learning centres which develop lively and enquiring minds for both students and staff.
- Schools which promote inclusion rather than exclusion and by working in partnership with local agencies and offering a personalised curriculum for all, will strive to adopt a zero exclusion policy.
- Schools where courtesy, co-operation, enterprise and initiatives are paramount and where tolerance rather than intolerance is practised.
- Schools which are the centre of the community as a resource, in its services to others and in promoting community and social cohesion.
- Centres of educational excellence, where no individual is left behind and where all students of any age or background are provided with the support to become responsible and successful citizens.

THE SPONSOR

School Partnership Trust Academies

School Partnership Trust Academies is a not for profit charitable organisation that sponsors a chain of academies under a single funding agreement with the Secretary of State for Education.

The overall aim of the SPTA is to foster learning communities which promote and provide excellence in teaching, learning and relationships through high expectations and adherence to traditional values and standards. At its core, the SPTA values high quality educational provision for families firmly rooted in the priorities of the local community.

SPTA believe in supporting schools as the preferred choice for educational provision within their local community, consequently, we believe all students should have a distinctive offer relevant to their needs and the community in which they live.

We believe in the autonomy of local schools and provide challenge and support on their journey of school improvement.

In our partnership we currently sponsor a range of Secondary, Primary, Infant, Junior and all through academies.

Our partnership of schools encompasses academies and schools that are currently judged across the whole Ofsted effectiveness range, and across the widest possible range of contexts, phase and geographical location, including urban and rural schools and those of religious character.

We want to recruit colleagues who are comfortable with our vision and values and hope that the summary given above encourages you to read further. More details about the SPTA, its members and what we are doing can be found at www.schoolpartnershiptrust.org.uk

THE CORE IMPROVEMENT TEAM

The Core Improvement Team members consist of a wide range of specialist staff senior. These key leaders devote whatever time is needed to each academy. Specialists provide support for the sharing and comparison of data, monitoring and intervention, developing personalised learning pathways, inclusion and behaviour as well as advising on teaching and learning. In addition teams of AST's and SLE's from our Teaching School Alliance are deployed across the SPTA academies to provide a structure for the sharing of expertise and the delivery of learning opportunities at key times such as training days, preparation for inspections and intervention events. Curriculum leaders, special needs specialists and support staff from the SPTA regularly meet and are deployed at key times to provide the leadership and the energy for school improvement. This mechanism of support is flexible and capable of expansion and positions within the core team offer career progression and opportunities for all SPTA employees.

OUR CORE SERVICES

The Core Improvement Team of professionals also deliver centralised services supporting the non-teaching operations of the member schools and academies and assures consistent working practices and best value for the group. Centralised services include:

- Financial management, centralised purchasing and payroll
- HR and legal advice
- ICT strategy
- Curriculum design (as needed)
- Post 16 leadership
- Business services
- Facilities management
- Continued Professional Development
- Recruitment
- Audit services
- Data and Sims support



THE APPLICATION PROCESS

Further details about the work of School Partnership Trust Academies including academies it currently sponsors can be found at www.schoolpartnershiptrust.org.uk

Completed applications should be returned to jobssouth@schoolpartnershiptrust.org.uk or by post to School Partnership Trust Academies, Recruitment Team, Unit 2, Carolina Court, Wisconsin Drive, Lakeside, Doncaster, DN4 5RA.

A letter will be sent to shortlisted candidates with details of the interview process. If you have not heard from us within 2 weeks of the closing date please assume your application has been unsuccessful.

QUERIES

If you have any queries on any aspect of the application process or need additional information please contact the Recruitment Team on 01302 379 246.

We are committed to treating all applicants fairly and have a policy on the recruitment of ex-offenders which is available to applicants on our recruitment website at www.recruitment.schoolpartnershiptrust.org.uk

SCHOOL PARTNERSHIP TRUST ACADEMIES (SPTA)

CORE TEAM

SERVICE DELIVERY MANAGER

37 Hours Per Week/ All Year Round

Permanent

Salary: L9 – L13 (£46,094 - £50863)

Due to the rapid growth of our organisation, School Partnership Trust Academies is looking to appoint a Service Delivery Manager to join our expanding team on a permanent basis.

You will be responsible for the management, direction and ownership of the effective provision for all front line functions to ensure service availability to the Academies. The role requires continued development and delivery of first class professional customer care.

The successful candidate will be a natural and articulate communicator with the ability to build and maintain strong working relationships.

You should have a Degree and/or appropriate Professional Qualification, with experience in IT Management and Service Management.

Closing Date: Thursday 6th March 2014

An application pack can be downloaded from

recruitment.schoolpartnershiptrust.org.uk

or by contacting our recruitment team on

01302 379 246

or email

jobssouth@schoolpartnershiptrust.org.uk

The Academy is committed to safeguarding the welfare of its students and the successful applicant will be subject to an enhanced Criminal Records Bureau Disclosure.

'Together we are stronger'

School Partnership Trust Academies (SPTA)

ICT Services

Job Description

Salary: L9 – L13 (£46,094 - £50863)

Accountable to: Director of ICT

Leadership Area: ICT Services, Strategy and Support, Commissioning, Delivery and Support

Job Purpose:

To be professionally responsible for the management, direction, ownership and effective provision of all front line functions to ensure service availability to the customer. The role requires continued development and delivery of first class professional customer care.

Coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients apprised of progress.

The resolution of incidents and problems throughout the information system lifecycle, including classification, prioritisation and initiation of action, documentation of root causes and implementation of remedies.

Managerial

The SPTA has a core set of standards for staff:

- Motivate, & Develop, Teams, Individuals and Self
- Manage Staff Performance
- Promote Cohesion and Celebrate Diversity
- Improve Service Delivery
- Manage Projects

Promote Customer Focus

Effective and Efficient Communication

Solve Problems and Make Decisions

Work with Partners and Members

These standards have been developed to clearly define the desired skills, competencies and behaviours which we expect from all our staff. They are fully aligned with our organisational goals,

having been mapped against the SPTA values and aspirational culture.

The standards which are expected of this post are attached at Appendix A.

Technical / Professional responsibilities:

The post holder also has the following responsibilities in the effective delivery of the ICT service:

Service Level Management (SFIA Level 6) - The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes monitoring of service level agreements, and seeking continually and proactively to improve service delivery.

Service desk and incident management (SFIA Level 4) The processing and coordination of appropriate and timely responses to incident reports, including channelling requests for help to appropriate functions for resolution, monitoring resolution activity, and keeping clients appraised of progress.

Capacity Planning (Resource) (SFIA Level 6) - The management of the capability of resources to meet current and forecast business needs in a cost effective manner. This includes dealing with both long-term changes and short-term variations in the level of demand.

Resourcing (SFIA Level 6) - Ensures the overall resource management of the IT workforce to enable effective service delivery. Provision of advice on any aspect of acquiring IT resources – employees, consultants or contractors.

Emerging Technology Monitoring (SFIA Level 5) - The identification of new and emerging hardware, software and communication technologies and products, services, methods and techniques and the assessment of their relevance and potential value to an organisation. The promotion of emerging technology awareness among staff and business management.

IT Management (SFIA level 6) - The management of the IT infrastructure and resources required to plan for, develop, deliver and support properly-engineered IT services and products to meet the needs of a business. The preparation for new or changed services, management of the change process and the maintenance of regulatory, legal and professional standards. The management of performance of systems and services in relation to their contribution to business performance. The management of bought-in services including, for example, public network, virtual private network and outsourced services. The development of continual service improvement plans to ensure the IT infrastructure adequately supports business needs

Service Management (SFIA Level 5) - Creates and maintains the Service Portfolio and the catalogue of available services. Engaging with business units to understand their requirements and enhance their capability to recognise and exploit new business opportunities provided by new ICT products and services. Ensures that all services provided meet the business requirements and deliver best value for the commissioning organisation. Ensures that service providers adhere to the agreed service management approach and timetable and that they provide the appropriate information to agreed targets of timelines and accuracy. Reviews service delivery performance problems and initiates actions to improve levels of service. Produces reports as appropriate for portfolio governance, including making recommendations for changes to the portfolio. Establishes and maintains service management procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.

Project Co-ordination (SFIA Level 5) – To co-ordinate the provision and support with guidance on



project management processes, procedures, tools and techniques. The development, production and maintenance of time, resource, cost and exception plans. The tracking and reporting of progress and performance of projects. The administration of project change control, including use of configuration management systems.

SPTA
Person Specification
Service Delivery Manager

	MOA
Service delivery a) Experience of ensuring that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. b) Plans and manages implementation of processes and procedures, tools and techniques for monitoring and managing the performance of automated systems and services, in respect of their contribution to business performance and benefits to the business, where the measure of success depends on achieving clearly stated business/ financial goals and performance targets c) Identifies and manages resources needed for the planning, development and delivery of specified information and communications systems services and products. d) Ability to identify new service opportunities, providing input to the definition of services and maintaining service component information. e) Ability to monitor and review all service management / service delivery processes, and ensure there are effective, supported by comprehensive reporting. f) Ability to evaluate changes to service management practices and initiate improvement to the organisation's practices. g) Experience of ensuring that management processes, are in place to ensure that the transition of services, service components and packages are planned and configuration management are partnered in all release and deployment activities. h) Ability to ensure that service providers adhere to the agreed service management approach and timetable and that they provide the appropriate information to agreed targets of timelines and accuracy. i) Experience of reviewing service delivery performance problems and initiating actions to improve levels of service.	A/I
Technical Resource Management a) Experience of identifying and managing the resources needed for the planning, development and delivery of specified information and communications systems services and products. b) Able to make a significant contribution to the overall workforce planning strategy across the ICT service; ensuring that there is adequate skilled resource to meet planned service delivery.	A/I
Projects a) Experience of defining, documenting and carrying out projects, actively participating in all phases. b) Experience of managing the change control procedure, and ensuring that project deliverables are completed within planned cost, timescale and resource budgets, and are signed off. c) Ability to provide effective leadership to a project team, and take appropriate action where team performance deviates from agreed tolerances.	A/I

Policies and Procedures a) Experience of setting and maintaining the service management approach across the IT function. b) Ability to takes responsibility for the control, update and distribution of quality standards, and advice on their use. c) Defines and reviews quality and environmental systems. Ensures that adequate technology, procedures and resources are in place to support the quality system.	A/I
New Technologies a) Experience of developing, reviewing and constructively criticising ideas, possibly leading a small research team, making necessary observations and tests and carrying them through to a full practical demonstration, wherever viable and feasible. b) Ability to contribute to research goals and build on and refine appropriate outline ideas for the evaluation, development, demonstration and implementation of research. c) Experience of using available resources to gain an up-to-date knowledge of any relevant IT field. Reporting on work carried out and contributing sections of material of publication quality. d) Ability to contribute to research plans and identify appropriate opportunities for publication and dissemination of research findings.	A/I
Managerial Standards Below are the key areas which are essential for this role: a) Experience of leading and motivating a team to achieve results. b) Ability to contribute effectively to setting the vision for the division. c) Experience of leading on change initiatives with successful results. d) Ability to balance competing priorities and using effective delegation techniques. e) Experience of setting and agreeing performance targets for staff, ensuring the quality of the process within area of remit. f) Experience of dealing effectively with poor performance. g) Ability to work within the SPTA's Equality and Diversity Policy both in employment and service delivery. Able to provide advice and guidance to junior staff on this policy. h) Experience of making a significant contribution to the service/business planning process. i) Extensive knowledge of the public sector and the challenges facing local government. j) Experience of reporting on team performance including making recommendations as necessary. k) Ability to contribute to the setting of SPTA policy in a constructive and effective manner. l) Extensive experience in the recruitment and effective deployment of staff. m) Experience of managing significant budgets for both income and expenditure n) Ability to work within the governance arrangement of the division and the SPTA and to provide advice and guidance to other staff on their application. o) Ability to work on own initiative and take accountability for area of responsibility. p) Experience of developing and sustaining constructive working relationships both internal and external. q) Experience of influencing and negotiating with senior officers. r) Experience of delivering effective presentations in order to generate interest in goods and/or services. s) The post holder will require an enhanced DBS t) The post holder will require their own transport to travel around the group	A/I

Qualification Requirements	MOA
Degree and/or appropriate Professional Qualification preferred.	A/C

It is desirable that the post holder should be able to demonstrate the criteria above for the post within the context of the specific role duties and responsibilities: Candidate are not required to meet all the Desirable requirements however these may be used to distinguish between acceptable candidates. Any of the requirements may be subject to a test.

Method of Assessment (MOA) – A = Application Form I = Interview C=Certificate

Our Academies

School Partnership Trust Academies ACADEMY LOCATIONS



KEY:

- | | |
|--------------------------------------|----------------------------------|
| 01 Wybes Wood Academy | 21 Rosington All Saints Academy |
| 02 Macaulay Primary Academy | 22 Serby Park Academy |
| 03 John Whitgift Academy | 23 Rowena Academy |
| 04 Hull Trinity House Academy | 24 Grange Lane Infants Academy |
| 05 Worlaby Academy | 25 De Warenne Academy |
| 06 The Vale Academy | 26 Queen Elizabeth's Academy |
| 07 Mellor Community Academy | 27 Wainwright Primary Academy |
| 08 Hatfield Woodhouse Primary School | 28 The Strand Community Primary |
| 09 Crookesbroom Primary Academy | 29 Walsby Academy |
| 10 Ash Hill Academy | 30 Willows Primary School |
| 11 Simpsons Lane Academy | 31 Kingston Park Academy |
| 12 De Lacy Academy | 32 Pheasant Bank Academy |
| 13 Willow Green Academy | 33 Highfields Primary Academy |
| 14 Garforth Academy | 34 Inglesby Barwick Academy |
| 15 Green Lane Primary Academy | 35 Whetley Academy |
| 16 The South Leeds Academy | 36 The Vale Primary Academy |
| 17 Parkview Academy | 37 Massey Primary |
| 18 Manor Croft Academy | 38 Craven Primary |
| 19 Hanson School | 39 The Parks Primary |
| 20 Don Valley Academy | 40 Learning Primary & Nursery |
| | 41 East Garforth Primary Academy |