

Job Description

POST:	IT Regional Service Delivery Manager
RESPONSIBLE TO:	Deputy Head of Group IT Services
RESPONSIBLE FOR:	IT Cluster Managers, IT Site Leaders, Regional IT Staff
SALARY:	SCP 38-42 (£32,778 - £36,571) + Local Government Pension
LOCATION:	Midlands area
WORKING PATTERN:	Full time (37 hours per week, 52 weeks per year)
DISCLOSURE LEVEL:	Enhanced
JOB PURPOSE:	The Regional Service Delivery Manager will manage the delivery of support services for nominated Oasis Academies assigned by the Head of IT and be fully accountable for the achievement of agreed service levels for these sites. The role involves interfaces between the Central Technical Teams, Service Desk and the Academy based ICT support Staff to facilitate in the quick resolution of technical issues that may affect teaching and learning. The Regional Service Delivery Manager will also work with the Academy leadership teams to make sure the services are delivered in-line with the academies education objectives This is a key role combining technical expertise, the ability to build relationships at a ALT/Principal/Education Director level and good team management.

SPECIFIC RESPONSIBILITIES:

Service Delivery Duties 60%:

- To own and manage the delivery of all support services to ensure high levels of performance (including management of any sub-contractors and matrix management of in-house delivery teams)
- To assist with the resolution of any of your assigned sites specific service delivery issues, through root cause analysis of service failures.
- To organise and chair scheduled IT Service Review meetings presenting performance reports and project updates
- To build strong relationships with senior leaders, both central and at the academies and onsite staff.
- To monitor the set-up of all new services for nominated academies, including service transition, third-party engagement, etc. to minimise the impact to BAU performance and ensure early achievement of agreed service levels
- To proactively notify nominated academies of potential issues that will impact on service performance and regular update these clients through to resolution

- To produce accurate and timely MI to demonstrate delivery performance to nominated academies and to ensure effective management of performance levels (including sub-contractors performance)
- To ensure 'core data' (e.g. site addresses, equipment list, etc) for nominated sites is up-to-date and correct on the Oasis Call Management System at all times
- To act as the 'escalation manager' for all service delivery performance issues
- To work with other engineering teams and project managers to deliver projects into your assigned sites.
- To be responsible for making key technology decisions that could affect thousands of users
- To work within and create / make recommendations to improve OCL's ITIL processes, working practices and performance to improve service levels and customer satisfaction.
- To act as a senior member of the IT team, using your initiative to solve issues or identify opportunities where IT can add value.
- To oversee regional IT budgets in excess of 500K
- To travel as required to Oasis and Customer sites

Team Leader Duties 30%:

- To oversee the day to day management of the service desk team using resource management.
- To log incidents and maintain an oversight of the team call queues on the Oasis Call Management System (OCMS)
- To proactively notify other Regional Service Delivery Managers and Head of IT of potential issues that will impact on service performance and provide regular updates through to resolution
- To support the Head of IT, to ensure that the highest levels of customer satisfaction for IT services is delivered
- To identify opportunities for productivity and service delivery improvements, cost reduction and additional revenue recovery
- To act as the 'escalation manager' for the Service desk team
- To keep the working area clean & tidy at all times.

Technical Duties 10%:

- To lead from the front when required, working as part of the technical team by providing telephone, remote and onsite IT support at a 3rd line level.
- To maintain your technical knowledge to ensure requirements can be translated into technical solutions
- To be part of the Change Advisory Board (CAB), approving major changes if deemed appropriate.
- To recommend and perform installations, configurations, upgrades on the Internal IT systems.
- To complete additional ad hoc technical project work, as required
- To assist the Head of IT by carrying out reasonable requests for additional duties as and when required.

Safeguarding Children

Oasis Community Learning is committed to safeguarding and promoting the welfare of children and young people. We expect all staff to share this commitment and to undergo appropriate checks, including enhanced CRB checks.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.

Regional Service Delivery Manager Person Specification

Our Purpose

Oasis Academies exists to provide a rich and balanced educational environment which caters for the whole person - academically, vocationally, socially, morally, spiritually, physically, emotionally and environmentally. Our task is to serve our students as well as to provide a learning hub for the entire community. In this way we will raise aspirations, unlock potential and work to achieve excellence through encouraging a 'can do' culture which nurtures confident and competent people.

Oasis Community Learning Ethos

Our ethos is an expression of our character - it is a statement of who we are and therefore the lens through which we assess all we do. Our work is motivated and inspired by the life, message and example of Christ, which shapes and guides every aspect of each of our schools. This is foundational to our belief that all people are created and loved by God as equal and unique beings, and to our commitment to model inclusion and compassion throughout all the aspects of the life and culture of each Academy community.

For further information, please refer to the OCL Purpose, Ethos and Values document which accompanies this job description.

	Essential	Desirable
Qualifications	ITIL Foundation	- ITIL Intermediate or Expert - Degree Educated or equivalent industry qualifications
Experience, Skills and knowledge	- Previous Management experience - Experience working in either a Service Desk or ITIL environment - Good working knowledge of Microsoft Server and desktop Operating Systems, Microsoft Server and desktop applications is essential. - Good understanding of TCP/IP, DNS, DHCP and VPN's. - Thorough understanding of general printing, backup, antivirus and security principles. - Proven knowledge of Server, PC and networking hardware, preferably HP, Dell, and Cisco - Ability to write clear, accurate technical documents.	- Proven knowledge of any of the following: DPM, SharePoint, IIS, WSUS, Group Policy, Hyper-v, Server 2008 would be advantageous. - ITIL Foundation/Practitioner or Prince 2

Personal Qualities	• Extremely customer focused, you'll thrive on delivering an outstanding customer experience and demonstrate the ability to build and develop customer relationships at all levels • Strong influencing and negotiation skills. • Ability to make sound judgements and decisions. • Good analytical / Troubleshooting Skills • Reliable • Commitment to safeguarding and promoting the welfare of children and young people. • Willingness to undergo appropriate checks, including enhanced CRB checks. • Motivation to work with children and young people • Ability to form and maintain appropriate relationships and personal boundaries with children and young people • Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline • Have a willingness to demonstrate commitment to the values and behaviours which flow from the Oasis ethos. • Happy to travel.	
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