

Service Delivery Manager

Purpose of role:

The Trust's Service Delivery Manager is responsible for the effective planning and execution of the IT work programme:

- Leads on the IT elements of the Trust's change agenda
- Oversees the IT workstream when onboarding academies to the Trust
- Roll out of strategic services using the Central - Hub - Academy structures
- Captures needs from across the Trust and works with stakeholders deliver solutions
- Management of the IT delivery team
- Facilitate technical support to the Service team

All roles in the IT team promote our ethical values and moral purpose, including Ways of Being Co-op, and support the Trust's ambitious growth target of reaching 40 academies.

Key accountabilities (and specific duties / responsibilities):

Programme Planning and Leadership

- Chooses methodologies appropriate to the characteristics of projects
- Assesses future resource demand and takes actions accordingly
- Creates, manages and governs Programme and Project materials
- Coordinates preparation of governance forum materials
- Removes blockers to progress
- Coaches on delivery methods and approaches
- Operates an industry standard project methodology:
 - providing structure and focus to the team's work plan
 - ensuring that achievable and challenging targets are set
 - continuous improvement from retrospectives are prioritised and acted on

IT Change Delivery

- Uses strategic project priorities to focus skills into what is most important
- Assures strategic option analysis results in high quality decisions that the Trust has confidence in
- Delivers strategic IT change at a pace suitable for the Trust 's capacity to absorb it
- Understands capabilities of the core team and where outside support is required

- Uses relationships inside and outside of the IT team to achieve delivery goals
- Communicates through various Trust channels to ensure visibility of initiatives - avoid surprises
- Working alongside the Service Operations Manager, taking account of the Trust's ISMS in the delivery of services into live operations

IT resource and service management

- Assesses demand for resource requirements and uses available options to flex accordingly
- Develops plans for the Trust to gain skills and capabilities in line with services and tools deployed
- Supports the Delivery Team in developing personal development plans
- Co-ordinates content for outward communications with Brand team via Central Updates, Leaders' Digest and IT site within the colleague portal

Personal attributes required (based on job description):

Attributes	All attributes are essential, unless indicated below as 'desirable'	How measured, e.g. application form (A), interview (I)
Qualifications Relevant project management qualifications	Desirable	A
Experience Demonstrable experience of leading delivery teams in a complex organisation. Previous experience of using matrix management to achieve delivery goals.		A/I A
Skills, Ability, Knowledge Highly skilled in different project methodologies. Prepares compelling presentation materials to different audience types in person and virtually. Bring together plans involving multiple 3rd parties		A/I A/I A/I

Personal Qualities		
Follows through with tenacity towards key goals		A/I
Resilient to pushback where multiple points of view exist		A/I
Demonstrates enthusiasm for the initiatives and generates support with a portrayal of openness		A/I
Commits to what is deliverable and is clear on what is not.		A/I
Pitches oral and written communications with appropriate content and complexity for the audience.		A/I

These duties are neither exclusive nor exhaustive, and the post holder will be required to undertake other duties and responsibilities, which the Academy Trust may determine.

Please note that the successful applicant will be required to comply with all Trust Policies.

This post is subject to an enhanced DBS check. We value variety and individual differences, and aim to create a culture, environment and practices at all levels which encompass acceptance, respect and inclusion. All our colleagues are expected to demonstrate a commitment to co-operative values and principles, and the Ways of Being Co-op



Academies Trust