

Job Description

Ref no:

Job Title	Technical Delivery Manager		
Directorate or Region	Based by Service	Department/Country	GIS/ Global Locations
Location of post	Based by Service	Pay Band	PB F
Reports to	Service Manager	Duration of job	Indefinite

Purpose of job:

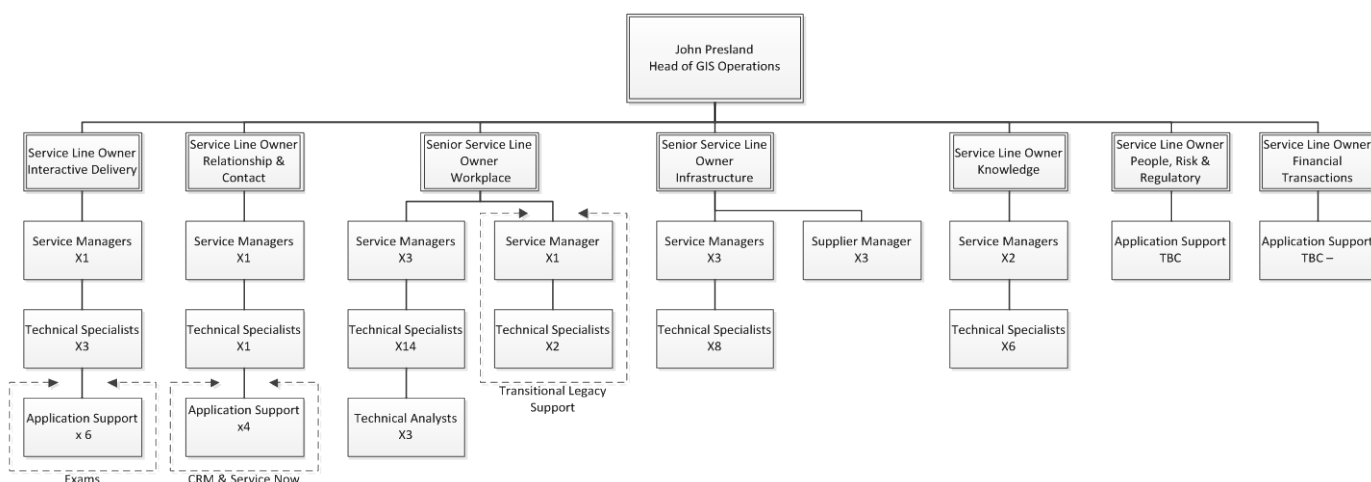
Responsible for the day to day delivery of one or more IS business services including the delivery of service support processes, provision on advice on the best exploitation of the service/s and the Management of all supporting technical services. Provides Technical support.

Context and environment: (e.g. dept description, region description, organogram)

The purpose of Global Information Services (GIS) in the British Council is to partner with the business in order to make effective use of Information in all its forms across the organisation. GIS has accountability for enabling the full life-cycle of information for the whole of the business.

The British Council has undertaken a strategic review of its operating model including the creation of a new GIS operating model. This role is part of the new GIS team responsible implementing this operating model.

This role is located within the GIS Service Delivery team and reports to Service Manager. The purpose of the GIS Service Delivery team is to deliver reliable Information Services to the business while improving quality and efficiency through external comparison and an unrelenting focus on continuous improvement.



Accountabilities, responsibilities and main duties:

(including people management and finance)

Maintains knowledge of specific technical specialisms, provides detailed advice regarding their application and executes specialised tasks. The specialism can be any area of information or communication technology, technique, method, product or application area.

Performs defined tasks to monitor service delivery against service level agreements and maintains records of relevant information. Analyses service records against agreed service levels regularly to identify actions required to maintain or improve levels of service, and initiates or reports these actions.

Assesses, analyses, develops, documents and implements changes based on requests for change.

Initiates and monitors actions to investigate and resolve problems in systems and services. Assists with the implementation of agreed remedies and preventative measures.

Receives and handles requests for support following agreed procedures. Responds to requests for support by providing information to enable incident resolution and promptly allocates unresolved calls as appropriate. Maintains records and advises relevant persons of actions taken.

- Managing delivery of the Service Management processes for the service line
- Acting as Problem co-ordinator, Duty ISR, Major Incident manager, Lead Change Assessor, Change Assessor, Change Owner and Release Owner as required within the Service Support processes
- Providing consultancy inputs to our business and others in relation to change programmes, new projects for the service line.
- Knowledge sharing within the Operations teams.

People management: (include direct or indirect)

TBC

Finance:

TBC

Key relationships: (include internal and external)

IS Service Delivery team

Shared services team managers

External suppliers

Other important features or requirements of the job (e.g. travel, unsocial/evening hours, restrictions on employment etc)	
Occasional travel in the UK and unsocial/evening hours	
Please specify any passport/visa and/or nationality requirement.	
Please indicate if any security or legal checks are required for this role.	Role will require appropriate and commensurate security vetting checks

Person Specification

	Essential	Desirable	Assessment stage
Behaviours	Creating Shared Purpose Connecting with Others Working Together Being Accountable Making It Happen Shaping the Future All at <i>More demanding</i> level		Short listing OR Interview only
Skills and Knowledge	SFIA Skills: <ul style="list-style-type: none"> Technical Specialism (TECH) – Level 4 Service Level Management (SLMO) – Level 4 Problem Management (PBMG) – Level 4 Change Management (CHMG) – Level 4 Service Desk and Incident Management (USUP) – Level 4 BC Generic Skills: <ul style="list-style-type: none"> Managing Projects – Level 1 Communicating and Influencing – Level 2 Other specific tech skills Technical Specialisms (TBD) 	Contributes to (SFIA Skills): <ul style="list-style-type: none"> Release and Deployment (RELM) Capacity Management (CPMG) Availability Management (AVMT) IT Operations (ITOP) 	Short listing and/or Interview

Experience	Demonstrable experience, in large complex international organisation of: <ul style="list-style-type: none"> • Technical Support • Service Delivery 		Short listing and/or Interview
Qualifications	Degree level qualification or equivalent	Prince 2 Foundation/Practitioner ITIL V3 Foundation/Expert Level	Short listing and/or interview

Submitted by	Peter Husar	Date	6 July 2017
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