



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

Role / Title: **Technology Service Delivery Manager
Digital Development and Technology (DDT)**

Reports to: **Head of Technology Operations**

Responsible for: **Technology Service Delivery function**

Main Purpose of the Job

Working across the ROH Group the Technology Service Delivery Manager is responsible for:

- i) the delivery of a high-quality service to customers across all ROH sites
- ii) management of service support and service delivery processes
- iii) the establishment and management of stakeholder expectations and driving the Service Desk to achieve those expectations
- iv) service levels, procurement and contract management of designated contracts
- v) support of governance through the implementation of ITIL and other best practice service delivery methodologies
- vi) knowledge management and knowledge transfer
- vii) ensuring that formal incident management, problem management, change control, configuration management and capacity planning processes are adhered to
- viii) professional management and development of the Service Delivery function
- ix) reporting to the Head of Technology Operations on service desk operations, SLA and third party supplier management

Main Responsibilities

Service Delivery

- Responsible for maintaining high performing service support from the Service Desk and other resolver teams
- Work with DevOps enabled cross-functional teams to support best practice incident and problem management, change and release management and monitoring, logging, and alerting for both production and non-production environments
- Manage the contracts and service levels of specific service contracts to ensure risk is reduced, service levels are met and best value is achieved
- Ownership of the Incident, Service Request, Problem and Escalation processes, ensuring high level performance within these functions
- Provision of accurate reporting and the implementation of Service Improvement actions where required
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place, understood and followed

- Drive internal and third-party service review meetings covering performance, service improvements, quality and processes
- Assist the Head of Technology Operations in the implementation of the Major Incidents process, ensuring co-ordination of resolver teams, effective communication to stakeholders and post incident reviews
- Ensure centralised desktop and application management tools are maintained and embedded in operational processes (currently Microsoft SCCM)
- Regularly review and report to the Head of Technology Operations on operational risks
- As a champion of Customer Liaison, effectively communicate relevant Service, Technology and Digital related performance and information to customers

Technical Standards

- Lead the Service Desk team in working with other technical teams to continually improve the end user digital workspace
- Manage the desktop computing environment to ensure that laptops, PC's and other access devices are built and maintained to high standards of performance and security
- Responsible for the triaging of Digital Development incidents and the co-ordination of the relevant resolver teams
- Ensure that patching and anti-virus updates are carried out promptly and effectively
- Work with the DDT management team to evolve standards for hardware, software and security within the end user digital workspace
- Own the Service Desk processes for the alerts and monitoring of key systems and applications.

Team Management

- Assess training needs and help select training tools for the Service Desk team members, champion continuous learning
- Ensure team members follow through on all training and learning objectives set and within given timelines; ensure best practice service standards are understood and followed consistently
- Provide effective team management, recruitment, retention, performance management, development and objectives for team members
- Allow time for team meetings and one to one supervision meetings to provide an infrastructure of information flow, team and one to one support
- Create an environment where staff can be innovators and successfully achieve objectives
- Share information with the team to support staff engagement
- Ensure workload and opportunities for developmental projects are fairly distributed across the team and appropriate skill levels
- Promote a strong team ethic and culture of skill development
- Work collaboratively with other managers and team members within the Digital Development and Technology Department to support team objectives
- Deputise for the Head of Technology Operations on occasion when required

Governance

- Deliver Service Delivery governance for the Royal Opera House Group, reporting monthly on SLA's
- Support cross-functional teams with the transition to live - service acceptance process
- Support the monitoring of network and system security using existing tools and process enabling data protection/GDPR and cybersecurity compliance
- Oversee the management of service desk activities and resolve escalated issues if necessary; manage Performance monitoring and evaluation of activities

- Maintain a knowledge database, continuously aim to reduce problem and incident escalation through on-going brief, training and knowledge management
- Ensure adherence to the procurement procedures and policy

Continuous Improvement

- Maintain own knowledge of and disseminate best practice and technology updates as relevant to the service and individual roles
- Manage own learning and continuous professional development relevant to the role; undertake any study or further qualifications as required
- Support a culture of information sharing, collaborative working and team working
- Lead a culture of innovation, continuous professional development and continuous improvement across the team

Key performance indicators and maintaining performance management

- Ensure consistent high performance of the service desk and technology services portfolio, within agreed performance parameters (to include: SLA performance; systems availability and performance; staff satisfaction)
- Ensure high performance of service contracts within the contractual parameters
- Provision of regular, accurate and consistent performance reports
- Effective management, development and retention of a high performing team

PERSON SPECIFICATION

Essential Knowledge / Skills and Experience

Technical Skills

- Sound knowledge of ITIL, Agile and DevOps including experience of Incident Management, Problem Management, and Change/Release Management
- A proven track-record of developing and delivering service improvements
- Proven and extensive experience of service management and application production support with knowledge of service recovery, incident and problem management
- Experience using service management, service monitoring, knowledge management, communication and workflow tools, e.g. Jira Service Desk, etc.
- Proven track record in implementing ITIL methodologies
- Ability to work effectively across a multi-site operation
- Ability to manage operational risk effectively and deliver strong security measures

Qualifications

- Technology, Computer or IT related Degree, HND or equivalent.
- Current ITIL Foundation qualification; ITIL practitioner level or above preferred
- Professional industry membership preferred

Project Management Skills

- Excellent planning and project management skills with the ability to prioritise and deliver to deadlines
- Ability to work effectively to a change management agenda
- Ability to grasp key issues quickly and, when necessary, to deal with effectively with complex situations and at short notice
- Experience of working with service level agreements
- Ability to manage multiple projects and maintain required level of documentation

- Effective budget management
- Ability to manage own continuing professional development and keep up to date with current technology, methodologies and processes
- A strong understanding of how projects impact customer service and ensuring service impact is minimised and agreed

People Skills

- Commitment to a consistent high level of service delivery and responsiveness with all stakeholders
- A track record in the management and development of Service Delivery teams
- Strong team player and leadership skills with ability to deal effectively with a wide range of people
- Highly effective relationship management skills with ability to maintain positive relations with client groups and stakeholders
- Ability to work collaboratively
- Effective people management skills to supervise and develop any direct reports
- Experience of managing and working effectively with multi-disciplinary teams and of managing suppliers and third-party stakeholders

Continuous Improvement

- Ability to work to and support a culture of continuous improvement across the team
- Commitment to delivery of a high-quality service and high standard of work
- Commitment to managing own learning and continuous professional development relevant to the role

