



JOB DESCRIPTION

Role / Title: Senior Service Delivery Manager

Reports to: Director of Information Technology

MAIN PURPOSE OF THE JOB

Working effectively as part of the RBO Technology Management team as a Senior Service Delivery Manager. The successful candidate will be responsible for ensuring the smooth transition of all new services to live environments, forming and maintaining strong stakeholder relationships, managing change effectively, conducting service reviews with key suppliers, and overseeing the management and development of the Technology Service Desk Chatbot to improve automation and efficiency of our AI support offerings.

Reporting directly to the Director of IT and working closely with the Technology Operations and Technology Delivery teams, this role will ensure the successful transition of services from our Project Managers to our Operations Teams in the RBO.

Service focus is crucial in this role. You will manage key IT Services into production across all major transformation projects, collaborating with the Transformation project teams, Head of Technology Delivery and Technology Operations Manager. Working closely with multiple senior stakeholders and key external vendors to ensure that services are delivered according to business requirements and agreed service levels. Additionally, you will hold key suppliers accountable for any lapses in service delivery, ensuring high standards are maintained.

With a keen eye for governance, process, and efficiency, you carefully evaluate and prioritise technical incidents and problems, balancing risk with service availability while maintaining existing services. Your expertise in both technology and business domains enables you to advise cross-functional teams, with a focus on digital services, cloud retail technology and SAAS, fostering collaboration and driving successful incident, problem and change processes. Your leadership is instrumental in steering the organisation towards a future where technology not only supports but enhances business operations, leading to improved productivity, cost-effectiveness, and competitive advantage.

Key Responsibilities

- Work closely with the Transformation projects and Digital Product Teams to ensure the smooth delivery of technology projects and services.
- Working closely with the Audiences and Commercial, Finance, Visitor Experience, Development and Advocacy and Learning and Participation Teams with regular review meetings for stakeholder concerns.
- Running planning & status meetings, communicating with all stakeholders, working with managers in removing known blockers, and ensuring reporting of incidents and problems are documented and auditable with efficient processes.
- Implementing and running the RBO change management function into the Transformation and Digital Product teams to ensure changes are managed efficiently.
- Building relationships with senior stakeholders within the business for the Transformation and Digital product areas and with associated external third parties.
- Conducting regular service reviews with our key stakeholders and partners for Transformation projects and Digital products ensuring suppliers are rated on their performance against delivery, identifying poor service delivery and working with suppliers to improve.
- Work with the Technology Senior Management Team to develop the internal technology operations roadmap.
- Take a lead in delivering the business's sustainability goals. Work with internal and external stakeholders to draw up and implement plans to measure and deliver against company strategy.

Role proficiency

The role demands proficiency in several skills, each categorised into four ascending levels: Awareness, Working, Practitioner, and Expert. Here are the primary skills and their corresponding levels for this role:

- **Technology Leadership** (Level: Practitioner): Take a leadership role in responding to incidents and fulfilling service requests, ensuring adherence to service level agreements.
- **Ownership and Initiative** (Level: Expert): Taking accountability for issues, proactively searching for potential problems, and achieving excellent user outcomes.
- **Communicating Between Technical and Non-Technical** (Level: Expert): Strong stakeholder management skills. Mediating between stakeholders, managing expectations, and representing the community.
- **Service Delivery** (Level: Practitioner): Delivering the incident, problem and change management functions of the wider ITSM framework.
- **Service Management Framework Knowledge** (Level: Practitioner): Holding a relevant certificate in service management framework qualifications.
- **Continual Service Improvement** (Level: Practitioner): Expertise in analysing and optimising current processes, leading a team of experts for service improvements, and setting policy and standards for change implementation.
- **Availability and Capacity Management** (Level: Expert): Skilled in implementing standards and procedures, identifying capacity issues, instigating changes, and initiating remedial actions.
- **Change Management** (Level: Expert): Proficient in handling high-impact, complex change requests, and ensuring adherence to release policies, procedures, and processes.

- **Incident Management – Stakeholder Communication** (Level: Expert): Working alongside the Technology Operations Manager to deliver critical updates around incidents both critical and major and assisting in a cycle of continuous service improvement of our incident processes.
- **Problem Management** (Level: Expert): Ensuring the right actions are taken to investigate, resolve, and anticipate problems, assessing the problem management processes and ensuring they operate effectively.
- **Technical Understanding** (Level: Expert): Demonstrating a thorough understanding of technical concepts and their place in the wider technical landscape.
- **Retail Expertise** (Level: Expert): Demonstrating a thorough understanding of the retail sector and ticket industry for limited availability goods and services, ensuring your expertise improves the delivery of these services from a technology perspective.

Required skills & job qualifications

- Proven experience in a technology operations leadership role.
- ITSM qualifications such as ITIL are desirable.
- Experience working in a fast-paced office environment with many demands on your time.
- Experience of delivering service for digital and ecommerce businesses
- Experience in managing suppliers, supplier contracts and service reviews.
- Strong understanding of service desk systems, and ITIL processes.
- Knowledge of Technology Operations and Modern Cloud Architecture.
- Knowledge of the Retail or Arts Sector and sale of goods through online services/in a public space.
- Excellent communication, interpersonal, and planning skills.
- Good organisational and time management skills and commitment to delivering a high standard of work.
- Lead in supporting a culture of continuous improvement and process efficiency
- Commitment to managing own learning and continuous professional development of direct reports.

This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

