



Coventry City Council

Job Description

Vacancy Reference No:

Job Title: Operational Delivery Manager

Job Number:

Directorate: People

Post Number:

Service: ICT & Digital

Grade: 9

Location: Various (City wide)

Job Purpose:

The Operational Delivery Manager will act as the primary point of contact for the business for operational ICT services. Working closely with Strategy Delivery Managers and Service Desk, they will provide a seamless, trusted customer interface, and take responsibility for agreeing and monitoring the provision of ICT services according to Service Level Agreements.

They will manage the day-to-day delivery of agreed ICT services to customers, be accountable for service quality, responsible for addressing any significant service failures, and developing continual service improvement plans.

Working with Operational Delivery Manager colleagues, take responsibility for the delivery of ICT & Digital governance and administrative processes in line with organisational performance metrics. This includes (but is not limited to), asset management, supplier management, contract management, change management, information management administration (e.g. Freedom of Information), audit compliance, health & safety, major incident management, service improvement, supply chain, resilience and business continuity

Main Duties and Responsibilities:

1. Act as the primary point of contact for the business for operational (i.e. live or production) ICT services
2. Act as the primary escalation point for significant issues or problems (incidents) relating to live services reported by either ICT teams or customers
3. Mobilise and manage multi-disciplinary teams (e.g. ICT, suppliers) as required to resolve critical incidents in order to minimise adverse business and customer impact
4. Perform retrospective root cause analysis to identify why incidents have occurred and develop and action corrective measures to prevent future failures
5. Work closely with the Strategy Delivery Managers and Service Desk to provide an end-to-end customer interface
6. Working with the relevant ICT Operations teams to develop and implement continuous service improvement plans (e.g. via regular service reviews with customers)

7. Be aware of all changes impacting live ICT services and ensuring that such changes do not adversely impact service levels
8. Agree the provision of services to end-users through Service Level Agreements, identifying various component parts necessary to deliver services through Operating Level Agreements
9. Provide regular (e.g. daily, weekly and monthly) service reports providing information on performance against Service Level Targets
10. Communicate with regard to live service issues with operations, project teams and customers as appropriate.
11. Support and, as required, stand in for the Operations Lead

General Duties and Responsibilities:

1. Maintain, demonstrate and promote a culture of customer service
2. Communicate effectively, formally and informally, with colleagues, subordinates and users.
3. Be accountable for actions and decisions taken
4. Have responsibility for an area of work, including technical, financial and quality aspects.
5. Influence organisation, users, suppliers and peers on area of own specialism.
6. Develop business relationships with users.
7. Understand the relationship between own specialism and wider Council objectives.
8. Perform a challenging range and variety of complex technical or professional work activities.
9. Advise on available standards, methods, tools and applications relevant to own specialism
10. Analyse, diagnose, design, plan, execute and evaluate work to time, cost and quality targets.
11. Demonstrate leadership.
12. Take initiative to keep skills up to date.
13. Mentor more junior colleagues.
14. Maintain an awareness of developments in the industry.
15. Advise on scope and options for continuous operational improvement.
16. Demonstrate creativity and innovation in applying solutions
17. Commitment to acquiring and sharing business and technical skills and knowledge
18. Demonstrate professional attitudes (e.g. customer focus, value for money)
19. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected

- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for: Self

Responsible to: Operations Lead

Date Reviewed: 19 October 2018

Updated: August 2019



Coventry City Council

Person Specification

Job Title:	Operational Delivery Manager	Job Number:	
Directorate:	People	Post Number:	
Service:	ICT & Digital	Grade:	
Location:	Various (City wide)		

Area	Description	Criteria will be measured by:
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Knowledge:	Extensive understanding of relevant ICT standards	Application Form & Interview
	Extensive knowledge of technologies in use at the Council, those being delivered as part of ICT projects and emerging technologies	Application Form & Interview
	Extensive knowledge of the Local Authority arena	Application Form & Interview
	Extensive knowledge of relevant best practice toolsets and methodologies (e.g. ITIL v3)	Application Form & Interview
	Good awareness of procurement rules required in Local Government	Application Form & Interview
	Extensive knowledge of ICT Service Level Agreements and Operational Level Agreements	Application Form & Interview
	Expert knowledge of application, integration, infrastructure and telecommunication technical architectures	Application Form & Interview

Skills and Abilities:	Outstanding communication skills	Application Form & Interview
	Outstanding stakeholder management skills (e.g. interpersonal / influence / negotiate)	Application Form & Interview
	Ability to build and maintain critical working relationships	Application Form & Interview
	Demonstrate proactive approach to risk management	Application Form & Interview
	Demonstrate effective people management skills	Application Form & Interview
	Demonstrate leadership in line with Coventry Manager principles and values	Application Form & Interview

	Ability to write and review effective documents	Application Form & Interview
	Ability to deliver high quality service under pressure	Application Form & Interview
	Demonstrate a high level of business acumen (e.g. value for money, risk, reputation)	Application Form & Interview
	Outstanding problem solving / troubleshooting / decision making ability	Application Form & Interview
	Outstanding supplier relationship management and contract management / negotiation skills	Application Form & Interview

Experience:	Evidence of delivery of senior ICT operational support and service delivery management responsibilities	Application Form & Interview
	Experience of working in a customer-focused ICT organisation	Application Form & Interview
	Experience of managing staff effectively	Application Form & Interview
	Evidence of realising benefits	Application Form & Interview
	Experience of delivering excellent service to a wide range of stakeholders (e.g. Elected Members, suppliers, customers)	Application Form & Interview
	Evidence of high impact, critical incident troubleshooting and resolution	Application Form & Interview
	Experience of management and negotiating changes to ICT contracts (e.g. service level agreements)	Application Form & Interview
	Experience of rapid mobilisation, motivation and leading ICT operational failure response teams	Application Form & Interview

Educational:	Higher educational qualification or demonstrable equivalent experience	Application Form
	Evidence of commitment to continued personal development	Application Form

Special Requirements:	This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.	
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