



Scottish Courts
and Tribunals Service



IT Service Delivery Manager

Location: Edinburgh

Salary: Circa £46,000 per annum +
excellent benefits

37 hours per week

Permanent (Full-Time)

WHAT WE OFFER

- ✓ Work for a prestigious organisation
- ✓ A generous pension scheme
- ✓ Award winning family friendly employer with supportive policies and flexible working to help balance work and home life
- ✓ Generous 36.5 days* annual holiday entitlement on entry
* = Includes public and privilege holidays
- ✓ Onsite gym
- ✓ Financial support & staff discounts
- ✓ Plus much more, read our [staff benefits brochure](#)

OUR VISION

"We place digital innovation at the centre of our service delivery, making sure that courts and tribunals maximise the opportunities afforded by technology to create better processes, provide easy access and sharing of information, and provide courtrooms with the technology to minimise physical appearance and support quicker outcomes."

JOB PURPOSE

The SDM will be an experienced IT professional with overall accountability for ensuring that IT support and delivery services are carried out in accordance with agreed SLAs and quality standards. Taking an end to end view of services the SDM will have responsibility for embedding a SIAM operating model to enhance service integration and management processes.

This key leadership role serves as an ITIL Service Management expert, taking strategic responsibility for designing, delivering, managing and improving all aspects of IT service design and delivery, including business systems, service desk and infrastructure.

The SDM proactively responds to business priorities and the changing technology landscape whilst always driving quality and value for the organisation by developing services to meet emerging customer needs, reviewing performance, managing stakeholder and vendor relationships.

KEY ACCOUNTABILITIES

Service Improvement

- Own and manage the delivery of the team Service Improvement Plan and process. Initiate, finalise and implement key service improvements and transformation, including the redesign of service desk services, implementation of the web self-serve portal, and developing the standard service catalogue for the department.
- Undertake regular reviews of service provision and customer satisfaction with key stakeholders, in order to generate service improvement plans and increase value and quality.
- Share and champion ITIL best practice to identify service improvements.
- Take the lead for service design, transformation, transition service integration & improvement, incident and risk management resolution for services.
- Spearhead major incident and root cause analysis.
- Ensure all changes and handover to support activities are undertaken in accordance with policy and process prior to implementation.
- Responsible for embedding, validating and testing the SIAM operating model to enhance service integration and management processes.

Service Delivery Standards

- Develop and review SLAs with the stakeholder groups, ensuring that all resources are in place to meet or exceed these targets, whilst managing costs
- Take accountability for the review, sign off and execution of the Service Continuity Plan for application services; ensuring that team members are familiar with its content and location.
- Ensure that quality plans are in place and adhered to at all times.
- Analyse and review metrics, ensuring baselines are taken to determine targets, standards and deadlines of your team.
- Provide regular reports on service performance and achievement to the IT Director.
- Accountable for completion of minor enhancements process for applications, agreeing a release strategy, documenting changes and managing any delivery risks that arise.

Leadership & Resource Management

- Serve as an ITIL expert, providing strong leadership, coaching and inspiration to the delivery teams.
- Inspire and develop the team of IT specialists into a high performing and an ITIL focused unit.
- Develop team capability and ensure knowledge acquisition plans are in place, utilising existing talents and skills and developing the knowledge and expertise of all team members.
- Make sure that all team members have SMART stretch objectives to drive service improvement and individual performance
- Provide regular effective feedback to team members, ensuring that performance issues are proactively addressed and positive performance is recognised.
- Takes overall responsibility for resource planning within the Service Delivery function to the right processes; people and technology are in place to meet business goals and maintain service levels. Where appropriate identifying service gaps and putting contingency plans in place.
- Has overall control of financial planning and reporting for service delivery
- Matrix management to ensure scalability of services. Working closely with IT Programme Manager, Business Systems Manager and Infrastructure Manager to utilise IT unit resources for specific projects and tasks.

Risk and Issue Management

- Accountable for risk and issue management within application services. Leading reviews of customer

service impacting risks and issues, ensuring that appropriate mitigating actions are in place and the IT Director is updated.

- Empower Team Managers to identify and record risks and issues that may impact on application services, coaching them to identify and resolve problems to reduce the number of length of incidents.
- Ensure that confidentiality, security and honesty is maintained by self and team members.

Security Management

- Accountable for the overall security, integrity and accessibility of IT systems in accordance with the information security model and compliance with the regulatory regime of PSN

Supplier Management

- Involvement in the procurement of contracts, as well as the review and renewal of existing supplier contracts.

The above lists are not exhaustive and the job holder may be required to undertake such duties as may reasonably be requested within the scope of the post.

What we are looking for

Essential criteria

- An ITIL Service Management expert, with experience taking strategic responsibility for designing, delivering, managing and improving all aspects of IT service design and delivery, including business systems, service desk and infrastructure.
- Evidence of making quality improvements and adding value for the organisation by developing services to meet emerging customer need.
- Strong leader and coach with evidence of inspiring and developing a delivery team.
- Solid understanding and experience of change management, successfully motivating a team through change.
- Experience operating within a Matrix management structure to ensure scalability of services.
- ITIL v3 (Foundation) accreditation or equivalent
- Evidence of stakeholder management in a complex organisation.
- Evidence of setting up and maintaining budgets and resource plans.



Desirable criteria

- Qualified PRINCE2 (foundation) or certification in another project management methodology
 - ITIL v3 Manager level accreditation
 - Previous experience of successfully embedding, validating and testing the SIAM operating model to enhance service integration and management processes.
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HOW TO APPLY

We're keeping this simple. All you need to do is submit your CV or LinkedIn profile via <https://scts.has-jobs.co.uk/it-service-delivery-manager-edinburgh/67121/0>

TOP TIP: Make sure you tailor your application to showcase how you meet the selection criteria above.

Once we've reviewed your CV and determined whether you met the criteria we will be in touch to update you on the progress of your application. If we think you're right for the next stage you'll be invited in for a 1-2-1 interview and asked to take part in another assessment (which will be advised before you come) to allow you to show off your full range of abilities.

This competition is being conducted in line with the Civil Service Recruitment Principles and is being regulated by the Civil Service Commission.

CLOSING DATE FOR APPLICATIONS IS FRIDAY 4th DECEMBER 2015

BEFORE YOU JOIN US:

The nature of our work is sensitive, so we must take measures to protect our assets and uphold the integrity of our organisation. As a new member of staff you can expect to go through the following checks before you start:

- 1. Identity** – We need to be sure you are who you say you are, so we'll ask you to provide proof of identity.
- 2. Nationality and Immigration Status (including an entitlement to undertake the work in question)** – We need see proof of your eligibility to work and remain in the UK and the Civil Service.
- 3. References (Past 3 Years)** – We will need you to provide 2 references which confirm your work history and suitability for appointment (these can't be friends or family members).
- 4. Criminal Records Check**- We will need to get a 'standard' level Disclosure Scotland Check completed for you. We are exempt from the Rehabilitation of Offenders Act 1974, so all convictions whether they are spent or not will be considered to assess your suitability for appointment.
- 5. Occupational Health Checks** – You will be asked to complete an online health questionnaire to assess whether you are able to undertake the duties of the job. This will also tell us if there are any reasonable adjustments we need to make to support you.

Refusal to provide any of the information stated above will be taken into account when making the final employment decision and employment could be refused if information is withheld.

After all these checks have been completed (which can take about 4 weeks) you'll be ready and raring to go.

If you have any questions, please email ITJobs@scotcourts.gov.uk

