

Classification: NULBC **UNCLASSIFIED****NEWCASTLE-UNDER-LYME BOROUGH COUNCIL****JOB DESCRIPTION**

Job Title:	(Service / Technical / Change) Delivery Manager	Grade:	11
Directorate:	Chief Executive		
Service:	Technology Services		
Post No:	JE Ref:	Date of Issue:	April 2024
Responsible to:	Technology Services Business Manager		

Main Purpose of Job:

To provide senior expert technical coordination, planning and operational delivery across one or more aspects of the Technology Services area. Areas of responsibility may be one or more of the following:

- Service Delivery
- Technical Delivery
- Change Delivery

The post holder is responsible for ensuring technology aspects under their remit are effectively and accurately delivered and that operations and service delivery are reliable.

The post holder will contribute significantly towards shaping the future direction of the overall service, using technical knowledge and forward planning to ensure that the organisation's IT estate is up to date, secure and efficient, taking into account business requirements and technological developments.

Main Tasks/Duties/Responsibilities

- Direct and lead technical resources within team to:
 - Manage service requests and resolve incidents in line with agreed service levels.
 - Manage the Technology estate, providing a resilient, reliant, and secure environment to support Council business.
 - Undertake programmes of change and service improvement utilising the latest available tools and technologies.
- Contribute to the development and delivery of the overall Technology Strategy ensuring long term planning is effective.
- Contribute to the creation and dissemination of policy and procedure in line with best practice, GDPR and other relevant legislation.
- Develop and enact implementation plans for technical, service or systems review in line with contract and procurement procedures.

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- Line Manage operational teams to ensure outputs are in line with service strategy and stakeholder expectation and needs.
- Provide expertise to enable the development and application of procedures and systems, including the automation of tasks where necessary.
- Be responsible for and act as the point of contact for compliance bodies, including audits, PSN, PCI, Cyber.
- Support corporate applications, systems, and technologies.
- Produce and interpret performance data in line with targets, SLAs and objectives.
- Lead the delivery of the Council's Technology Services Business Continuity plans.
- Work with key stakeholders across the Council.
- Deputise for the Technology Services Business Manager and/or other Delivery Managers in their absence.
- Partake on the Technology Services 'on-call' rota.
- Produce and interpret statistical information (e.g. performance of equipment, infrastructures, utilisation of resources etc.) to ensure SLA and Council business objectives are met.
- Maintain and develop extensive technical knowledge in relevant areas.
- Work outside of normal office hours where required.
- Take an active role in the Council's defence to cyber security; promoting and implementing security best practice and defence-in-depth.

General

- To actively and personally promote the achievements and values of the Council, both within your Service and elsewhere.
- To ensure that the council complies fully with all legislative requirements arising from or related to your Service, including Health and Safety, Data Protection and Freedom of Information.
- To ensure that your service complies with the council's Data Quality Policy (with regard to all relevant data as appropriate).
- To actively participate in the formal risk management process and also to control the risks inherent in your job and report any risk concerns to your Head of Service.
- To be proactive in your own personal and professional development, updating your knowledge and skills by appropriate means as agreed annually through the council's Performance Appraisal Scheme.
- To ensure that the principles of equality of opportunity are fully integrated and actively pursued within all areas of the council's service provision and employment policies, practices and procedures.

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- To undertake any other duties as may be reasonably allocated to the postholder commensurate with the grading and responsibilities of the post. (Where necessary, reasonable adjustments will be made in accordance with the Disability Discrimination Act.)

This job description is not exhaustive providing an indication only of the scope and length of the main duties and responsibilities to be undertaken by the postholder and may be subject to amendment or alteration. It may be changed from time to time to meet changing circumstances and does not form part of your contract of employment.

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