**SEFTON METROPOLITAN BOROUGH COUNCIL**

**JOB DESCRIPTON**

**Department:** Corporate Resources  **Location:** Borough Wide

**Section:** ICT **Job Evaluation No.**

**Post:** Service Delivery Lead

**Grade:** M

**Responsible to:**  Senior Manager ICT & Digital

**Responsible for:** ICT Support Officers

**JOB PURPOSE:**

To be responsible for developing an effective relationship with and managing the performance of the ICT Service Delivery Provider for Sefton, ensuring that opportunities to exploit the potential of ICT are maximised, in addition to ensuring the provision of a robust and secure ICT infrastructure.

**MAIN DUTIES:**

1. To work with the ICT Managed Services Partner to effectively manage the delivery of operational ICT Services, ensuring that the service delivers key Council Outcomes and offers value for money, to include:
   1. Performance and Contract Management
   2. Change Management
   3. Management and prioritisation of new work requests
2. To be accountable for information and data security across Sefton MBC and its partners and take ownership to ensure the provision of a robust cybersecurity posture for the local authority, proactively identifying and mitigating risks to protect sensitive data and critical infrastructure. Including the implementation of industry-standard security practices, regular security audits, and to act as lead officer for response efforts to any security incidents or breaches.
3. Collaborate with internal teams, external partners, and regulatory bodies to ensure compliance with regulatory and best practice frameworks, plus certifications such as PSN, PCIDSS, NCSC Cyber Assessment Framework, the General Data Protection and NIS Regulations, while fostering a culture of security awareness across the organisation.
4. To oversee the development of ICT security policies and procedures within the corporate/ Partnership framework, to enable effective and secure information management in line with regulatory and best practice frameworks.
5. Provide leadership and facilitate training opportunities and guidance on all matters relating to operational delivery of ICT and information/Cyber security.
6. To work with the ICT Managed Services Partner to develop and maintain risk management and continuous service improvement programmes.
7. To be accountable for ensuring the implementation and continuous improvement of all ITIL processes, with a strong focus on achieving cost savings. This includes overseeing key areas such as capacity management, ensuring efficient resource utilisation, and identifying opportunities for optimisation and cost reduction across IT services.
8. To contribute to corporate projects either through providing expertise and leadership in respect of ICT matters or by using leadership behaviours and management skills to deliver such projects.
9. To provide advice and guidance to service leads, helping them to take proper ownership of live ICT services – and to develop a roadmap to any replacement, renewal or relevant ICT services and to consider opportunities for both supplier and/or service consolidation.
10. To ensure the development and testing of both service continuity and disaster recovery plans for ICT services, ensuring appropriate resilience in the core ICT infrastructure and services.
11. To be responsible for the financial management of the operational ICT services, both revenue and capital expenditure, to ensure maximum value for money, including exploiting any opportunities to generate additional funding and income and reduce the cost base of the service.
12. To engage with and manage the expectations of nominated business leads, by developing a communications strategy for Operational ICT and actively communicating both internally with the authority and across wider partners as required.
13. Champion User Experience for all ICT application and services, using nominated business leads to pilot changes made to the ICT environment and new features.
14. To work in partnership with the ICT Contracts Manager to complete procurement activity, as required, to deliver the ICT Service.
15. To lead and manage the customer relationships with partners which take ICT services from the Local Authority.
16. To contribute to the development of the IT and Digital Strategy for Sefton and the development of details proposals for this, including any associated business cases.
17. To work in partnership with the Managed Service provider to ensure that customer enquiries, complaints and feedback are dealt with courteously and efficiently.
18. To cooperatively work as part of the ICT Client Management team in line with service delivery requirements.
19. To lead, inspire and support a small Service Delivery team.

**Organisation Structure**:

**GENERAL:**

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health and safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.

The Authority has an approved equality policy in employment and copies are available to all employees. The post holder will be expected to comply with, observe and promote the equality policies of the Council.

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| **Note:** Where the post-holder is disabled, every effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job. |

Since confidential information is involved with the duties of this post, the post-holder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

Undertake, and participate in training, coaching and development activities, as appropriate.

The person appointed will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

**Prepared by:** Helen Spreadbury

**Designation:** Senior Manager ICT and Digital

**Date:** January 2025

**PERSON SPECIFICATION**

Post: Service Delivery Lead Post No.

Department: Corporate Resources Division: ICT

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| Personal Attributes Required  (considerations) | | | Essential (E)  Or  Desirable (D) | Method of Assessment  (suggested) | |
| **QUALIFICATIONS/TRAINING**  Relevant degree or equivalent professional management or IT qualification  Possession of, or working towards an ITIL qualification  Possession of, or working towards a formal Cyber Security Qualification such as CISSP (Certified Information Security Professional) or CISM (Certified Information Security Manager)  Possession of or working towards a recognised Project Management Qualification such as PRINCE 2 | | | E  D  D  D | AF/I  AF/I  AF/I  AF/I | |
| **EXPERIENCE**  At least five years IT experience at a Management Level in a medium to large organisation  Experience of service alignment with ISO20000 and ISO270001 standards  Experience of delivering sustained organisational performance improvements and continuous development of service  Relevant budgetary/financial management experience  At least five years’ experience of managing large and complex  outsourced contracts  Evidence of ability to initiate change beyond formal accountability structures  Experience of building effective working relationships with key delivery partners  Experience of writing and introducing effective information security and compliance policies/guidelines  Experience fulfilling the requirements PSN Code of Connection, DPA and PCI-DSS requirements or similar  Experience of delivering complex ICT projects | | | E  E  E  E  E  E  E  E  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/I | |
| **SKILLS/KNOWLEDGE/APTITUDES**  Sound understanding of the principles of Continual Service Improvement based on ITIL Best Practices  Ability to monitor service performance indicators and develop improvement plans  Ability to create and maintain financial management reports  Excellent communication and customer services skills  Technical skills and knowledge in the operation and compliance of IT Security products and experience in wide variety of user device hardware and software platforms  Information risk management and compliance, including technical security risk assessment and treatment.  Knowledge of the operation and maintenance of cloud-based systems including Azure cloud optimisation and security  Knowledge of Local Authority culture, procedures and systems including the political environment | | | E  E  E  E  E  E  D  D | AF/I  AF/I  AF/I  AF/I  AF/I  AF/I  AF/P  AF/I  AF/I | |
| **SPECIAL REQUIREMENTS**  Commitment to continuous improvement and customer excellence | | | E | I | |
| Prepared by: Helen Spreadbury | AF | = Application Form | | |
|  | I | = Interview | | |
| Date: January 2025 | T | = Test | | |
|  | P | = Presentation | | |