



**LONDON BOROUGH OF MERTON**  
**CORPORATE SERVICES DEPARTMENT**  
**JOB DESCRIPTION**

<b>POST TITLE:</b>	IT Service Delivery Manager	
<b>Grade:</b>	MGC	
<b>Department:</b>	Corporate Services	
<b>Location:</b>	Various offices according to the needs of the service	
<b>Responsible to:</b>	AD of Infrastructure and Transactions	
<b>Responsible for:</b>	Service support, Desktop Services, Infrastructure and Telecommunications. Up to 32 staff.	
<b>Post number:</b>	tbc	<b>Date:</b> 28/10/10

**MAIN PURPOSE**

- To lead and manage the IT Service Delivery team and ensure that effective IT services are provided on a corporate basis.
- To be a member of the Divisional Management Team and participate in the overall management of the Division.



## **MAIN DUTIES AND RESPONSIBILITIES**

### Professional

- To provide advice to Members, the Director, Head of Service and managers across the authority on service support, desktop services and infrastructure and telecommunications.
- To interpret the corporate and service policies, strategies, business plans and programmes of the council, and to devise and implement measures so that IT infrastructure and support services are developed cost effectively to support these policies, strategies, business plans and programmes.
- To lead on the development and implementation of [support service] policies.
- To keep abreast of developments in the field of [services within responsibility], and ensure that these support services operate in accordance with modern good practice.

### Managerial

- To lead, manage and develop the IT Service Delivery team in accordance with council policies and procedures, legislative and regulatory requirements, covering the provision of quality, cost effective, and customer-focussed services as listed above.
- To be responsible for the team budget in the region of £2m per annum, and to ensure that effective financial management processes are maintained within the service.
- To manage the team ensuring that recruitment, training, development, appraisal, performance, workload allocation, supervision, quality assurance, risk and other management activities are carried out in accordance with council policy.
- To participate in intra- and inter-departmental working parties and to ensure that such groups receive appropriate contributions from the Division.
- To represent the Assistant Director of Service, Director or council, as appropriate at internal and external meetings.
- To undertake such other duties of a comparable nature elsewhere in the organisation as may be required to facilitate management development and service flexibility.
- Any other duties as requested by the Assistant Director of Service or Director.



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PERSON SPECIFICATION**

**POST TITLE:** IT Service Delivery Manager  
**Grade:** MGC  
**Date:** 28/10/10

**Qualifications and Experience**

Professional and post specific requirements

- Experience of managing desk top, infrastructure and telecommunications functions in a large (2000 plus work stations) organisations
- Demonstrable experience in delivering projects in excess of £500,000 to time and budgets
- Experience of developing IT strategies linking to business goals
- (Preferably) Trained to PRINCE2 level in project management

Management requirements

- Experience of staff management

**Skills and Knowledge**

Managerial and personal requirements

- Good communication skills, both orally and in writing
- Good numeracy and analytical skills
- Understanding of the role of support services and how they can contribute to the effectiveness of direct service provision
- Understanding of the principles of value for money and an ability to apply them in the management of support services
- Clear understanding of ways in which the council's policy of equality in employment and service provision can be reflected in all aspects of work of the team
- Understanding of the council's vision and mission statement and how they relate to the work of the team
- Ability to be available to attend council premises out of hours in the event of emergencies or urgent management issues

**Personal Style and Behaviour**

Please refer to LB Merton's Model of Leadership Behaviours (attached).