SUNCORP

Role Information

Role Title:	Delivery Manager – TDL Command Centre		
Function:	Technology, Data & Labs	Area	Infrastructure
Pay Band:	Fixed Salary 5	Location	Brisbane
Leader level:	First Line Leader		
Role Reports to (role title):	Executive Manager – Technology Service Management		
Direct Reports (role titles):	14 FTE + 12 Offshore Partners		

First Line Leader Accountabilities

To be achieved by all First Line Leaders

Skills

- Planning – projects, budget, workforce
- Job design
- Relationship building up, down, sideways for team's benefit
- Delegation
- Performance Monitoring
- Coaching & Feedback
- Performance Measurement
- Rewards & Motivation
- Communications & Climate setting
- Selection (of people)
- Acquisition of resources

Time Applications

- Annual planning – budgets, projects
- Making time available for subordinates – both at your request and at theirs
- Setting priorities for team
- Communication time with other teams, customers, suppliers

Work Values

- Getting results through others
- Success of direct reports
- Managerial work & disciplines
- Success of team
- Self as leader
- Visible integrity

Prepared by: *(Name & position)*	Paul Fitzgerald Executive Manager	Date:	1/08/2017
Approved by: *(Name & position)*	Paul Fitzgerald Executive Manager	Date:	1/08/2017

Role Specification

Objective of the Role
This role is accountable for leading a technology support team, managing a 24x7 National Operations Centre that provides notification and real-time batch services to all technology applications and infrastructure teams across Australia/New Zealand. The role is also accountable for the platform maintenance and support of the Enterprise Batch Management system: Control-M.
Key Accountabilities
- Managing a 24x7 National IT Command Centre servicing Australia and New Zealand.   - Control-M platform support and maintenance and determining the future direction of the platform.   - As required participating in 24x7 critical incident events to ensure a timely and successful service restoration.   - Ensure that delivery team purpose and objectives are clear and linked to the broader divisional, strategy and team blueprint/roadmap.   - Translate business objectives into work streams, aligning technology and business strategy.   - Work closely with Iteration Managers, Project Managers and other Delivery Managers to deliver initiatives utilising appropriate structured methodologies.   - Coach and empower team members to stay accountable for delivery, risk and issue management while assisting them by removing blockers.   - Empower Technical Lead team members to prioritise platform health, balancing lights-on platform responsibilities with customer deliverables.   - Provide coaching, mentoring and professional development opportunities to ensure all human single points of failure are removed using cross-skilling and different role exposure for team members in line with career development plans.   - Assurance and support of onshore/offshore delivery partners/suppliers to optimise and deliver valued outcomes in line with agreed expectations.   - Develop a team environment that fosters engaged team members and high performance in a diverse, distributed and partnered team.   - Proactively monitor, measure, manage and address performance issues with team members.   - Build strong relationships with internal customers, stakeholders, suppliers and other teams to ensure accountable deliverables meet expectations with time, scope and cost.   - Provide technical advice and thought leadership to senior management and customers with a view to influence business strategy, deliver technical solutions that drives innovation through business outcomes.   - Manage team operations, including portfolio planning, resource workload, financial governance, processes/procedures and risk management.
Key Stakeholder Relationships
- Build effective working relations with all internal customers and the Infrastructure Extended Leadership team to drive results and enhance our capability.   - Engagement required with all TDL platform and application teams.   - Engagement with external vendors who are reliant upon the National Operations Centre.

Person Specification

Key job requirements

Qualifications (indicate whether mandatory or desired)
 	
   – Tertiary Qualification in Information Technology (mandatory)
   – Tertiary Qualification in Management (desirable)
 	
Experience (minimum type and level of experience required to perform the role)
 	
   – At least ten (10) years appropriate IT industry experience (mandatory)
   – At least ten (10) years experience in leading a technical team (mandatory)
   – At least five (5) years experience in IT Operations, National Operations Centre or platform ownership roles in a large organisation (mandatory)
   – Proven knowledge/experience in Control-M platform.
   – Excellent knowledge/experience in IT delivery methodologies or project management.
   – Proven capability in contributing to the strategic direction of an organisation.
   – Experience in leading teams through periods of change.

Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)
- Strong Customer Service ethos. - Thought Leadership in providing Technology Customer Service - Ability to contribute to strategic perspectives and translate into plans/actions - Ability to think logically and make quality decisions - Adept in planning for team operations – projects, budget, workforce - Communications & climate setting within the team - Practised at providing feedback & coaching for direct reports - Expert in performance monitoring of direct reports - Expert in performance management of direct reports - Active in rewards & recognition of direct reports - Expert in job design to ensure role expectations match functions delivered by the team - Accomplished in relationship building up, down, sideways for team's benefit - Skilled in delegation of higher order responsibilities to direct reports - Skilled in recruitment of people - Skilled in writing compelling business cases for acquisition of resources - Excellent knowledge in organisational change management theories - High level of flexibility with the ability to adapt to change