

## Role Information

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| <b>Role Title:</b>                   | Delivery Manager – IT Service Management          |                 |                |
| <b>Function:</b>                     | Technology, Data & Labs                           | <b>Area</b>     | Infrastructure |
| <b>Pay Band:</b>                     | Fixed Salary 5                                    | <b>Location</b> | Brisbane       |
| <b>Leader level:</b>                 | First Line Leader                                 |                 |                |
| <b>Role Reports to (role title):</b> | Executive Manager – Technology Service Management |                 |                |
| <b>Direct Reports (role titles):</b> | 13 FTE  |                 |                |

## First Line Leader Accountabilities

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| <b>To be achieved by all First Line Leaders</b>   |
| <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>– Planning – projects, budget, workforce</li> <li>– Job design</li> <li>– Relationship building up, down, sideways for team's benefit</li> <li>– Delegation</li> <li>– Performance Monitoring</li> <li>– Coaching &amp; Feedback</li> <li>– Performance Measurement</li> <li>– Rewards &amp; Motivation</li> <li>– Communications &amp; Climate setting</li> <li>– Selection (of people)</li> <li>– Acquisition of resources</li> </ul> <p><b>Time Applications</b></p> <ul style="list-style-type: none"> <li>– Annual planning – budgets, projects</li> <li>– Making time available for subordinates – both at your request and at theirs</li> <li>– Setting priorities for team</li> <li>– Communication time with other teams, customers, suppliers</li> </ul> <p><b>Work Values</b></p> <ul style="list-style-type: none"> <li>– Getting results through others</li> <li>– Success of direct reports</li> <li>– Managerial work &amp; disciplines</li> <li>– Success of team</li> <li>– Self as leader</li> <li>– Visible integrity</li> </ul> |

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| <b>Prepared by:</b><br><i>(Name &amp; position)</i> | Paul Fitzgerald<br>Executive Manager | <b>Date:</b> | 1/08/2017 |
| <b>Approved by:</b><br><i>(Name &amp; position)</i> | Paul Fitzgerald<br>Executive Manager | <b>Date:</b> | 1/08/2017 |

## Role Specification

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| <b>Objective of the Role</b>  |
| This role is accountable for leading a technology support team, accountable for delivering all IT Service Management processes to all technology applications and infrastructure teams across Australia including Change, Release, Problem, Incident, Critical Incident, Config, Technology Continuity, Knowledge, Availability and Service Level Reporting.  |
| <b>Key Accountabilities</b>   |
| <ul style="list-style-type: none"> <li>– Ensure that delivery team purpose and objectives are clear and linked to the broader divisional, strategy and department roadmap.</li> <li>– Leading all 24x7 critical incident events to ensure a timely and successful service restoration.</li> <li>– Validating and reporting assurance of IT Service Management process usage across all technology teams.</li> <li>– Execution and reporting of the annual Disaster Recovery program of work to ensure Suncorp's technology continuity plans are effective.</li> <li>– Operation of Suncorp's technology Change Advisory Board.</li> <li>– Driving Suncorp's technology Problem Management forums to reduce systemic incident trends.</li> <li>– Expansion and maintenance of Suncorp's technology Configuration Management Database.</li> <li>– Accurate and timely reporting of the recurring IT Service Management reporting obligations.</li> <li>– Influencing and communicating with key stakeholders across all technology teams to implement IT Service Management polices and processes.</li> <li>– Translate business objectives into work streams, aligning technology and business strategy.</li> <li>– Work closely with Iteration Managers, Project Managers and other Delivery Managers to deliver initiatives utilising appropriate structured methodologies.</li> <li>– Coach and empower team members to stay accountable for delivery, risk and issue management while assisting them by removing blockers.</li> <li>– Empower team members to prioritise workload, balancing lights-on platform responsibilities with customer deliverables and ongoing upkeep of service blueprints/roadmaps.</li> <li>– 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.</li> <li>– Develop a team environment that fosters engaged team members and high performance in a diverse and potentially distributed team.</li> <li>– Proactively monitor, measure, manage and address performance issues with team members.</li> <li>– Build strong relationships with internal customers, stakeholders, suppliers and other teams to ensure accountable deliverables meet expectations with time, scope and cost.</li> <li>– 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.</li> <li>– Manage team operations, including portfolio planning, resource workload, financial governance, processes/procedures and risk management.</li> </ul> |
| <b>Key Stakeholder Relationships</b>  |
| <ul style="list-style-type: none"> <li>- Build effective working relations with all internal customers and the Infrastructure Extended Leadership team to drive results and enhance our capability.</li> <li>- Engagement required with all TDL platform and application teams.</li> <li>- Engagement with external vendors.</li> </ul>   |

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## 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, IT Service Management or platform ownership roles in a large organisation (mandatory)
- Excellent knowledge/experience in the ITIL framework.
- 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