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| Role Information | |  | | |
| **Role Title:** | | Service Delivery Manager Networks & Security Platforms | | |
| **Function:** | | Technology & Transformation | **Area** | Infrastructure |
| **Pay Band:** | | Fixed Salary 6 | **Employee Level** | Manager |
| **Role Reports to (role title):** | | EM Infrastructure Service Delivery | | |
| Role Specification | | | | |
| **Objective of the Role** | | | | |
| The Service Delivery Manager orchestrates the collective service delivery activity within the Networks and Security Platform teams to deliver across Suncorp’s complex landscape with the goal to provide excellent customer service and assist in realising the maximum business value for Suncorp. They take responsibility for managing work, BAU activities and delivery across the team and ITO partners.  The Service Delivery Manager will work closely with their Service Specialists, peers and ITO partners to plan for, deliver outcomes and manage BAU incident/problem/request/change/project for the relevant services. | | | | |
| ***Being @ Suncorp Behaviours – All First Line Leaders*** | | | | |
| * Provides clear expectations, makes decisions and holds teams accountable for kicking goals * Acts with honesty and integrity, addresses issues and treats others fairly * Manages risk and empowers the team to deliver results * Supports the team to act in the best interests of our customers through genuine interactions * Challenges the status quo by supporting digital advancements and innovative solutions to new ways of working * Promotes flexible work practices, forming teams rapidly to deploy solutions for ever-shifting demands * Models teamwork, leverages and manages team's strengths to deliver results and support others * Builds teams that prosper from diversity of ideas and approach and celebrate inclusivity * Creates an environment where safety and wellbeing is prioritised and actioned and people are motivated towards meaningful work and common goals * Engages with the team, celebrating the success of others and ensuring the safety and wellbeing of all | | | | |
| **Key Accountabilities** | | | | |
| * Manage a local team and ITO Partners to deliver an exceptional service with a focus on Experience, Stability and Performance. * Implement and perform FinOps functions/practices, including but not limited to, billing/invoice management, contract management, cost chargeback/showback, forecasting/utilisation tracking and cost optimisation. * Work with an array of key stakeholders to embed Service Delivery practices into their day-to-day BAU operations helping the team to ensure optimal support of Suncorp systems. * Demonstrate valuable leadership on a variety of initiatives, working with other teams to promote successful outcomes for Suncorp customers. * Proactively identify blockers in customers realising value from their applications and infrastructure and assist in developing relevant solutions. * Encourage the team to create self-service options and automation systems to improve customer experience and reduce response times. * Proactively track and manage operational costs incurred across the group and manage Financial Year operational budget planning for the Networks and Security platforms. * Proactively identify and create proposals for technology improvements * Support pipeline and prioritization of all initiatives. * Identify opportunities to optimise TCO * Represent the relevant technology within the internal and external technology community * Liaise with vendors and Technology Specialists on technology * Drive optimisation and alignment with SIAM processes. | | | | |
| **Key Stakeholder Relationships** | | | | |
| * Finance, PMO and Operations Teams * Practice, Squad and Tribe Members and Leaders across Suncorp * T&T Delivery Partners * ITO partners * Support vendors * Business Stakeholders * SIAM Teams * Network and Security Platform team | | | | |

**Person Specification**

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| **Key job requirements** | | | | |
| ***Qualifications (indicate whether mandatory or desired)***   * University degree or other professional qualification (desired).   ***Experience (minimum type and level of experience required to perform the role)***   * Minimum 5-10 years experience in a similar role. | | | | |
| **Capabilities:**   * Ability to develop trust and credibility with senior stakeholders including strong facilitation skills. * Technical and business knowledge of the relevant managing a Network & Security Delivery Domain. * Ability to collaborate effectively across a broad range of stakeholders within the tribe, across the business and within T&T * Ability to manage multiple concurrent objectives, projects, groups, or activities, making effective judgments as to prioritising and time allocation. * Demonstrated flexibility and adaptability to work in a rapidly changing environment, and to make sense of and operate in ambiguity. * Strong communication skills (oral and written) –ability to take the lead to influence and drive a strategic view, while explaining information, coherently and confidently at all levels. * Ability to engage with a wide range of stakeholders (e.g. engineering, finance, technology and business/executive stakeholders) to achieve outcomes. * Experience in managing quality assurance for delivery across teams and playing a key role in earning customer trust and references * Advanced analytical skills - ability to develop solutions and courses of action by using an information base to identify key issues, compare with other data and determine cause-effect relationships. * Change management capability - ability to recognise, understand and support need for change and anticipated impact on both the team, business and self. * Customer focus - proven commitment to driving a customer focused culture and driving business value outcomes. * Strong negotiation skills with a constructive and collaborative style. * Excellent problem solving – ability to seek out information and break down problems and situations into simple lists of components. * Developing a view of the risks (delivery and delivered), issues, and dependencies, including escalation as required * Perform Platform governance and risk management * Accountable for delivering the service on behalf of Infrastructure to the organisation. | | | | |
| **Prepared by:** | Robert Benjamin  SDM, Service Delivery | **Date:** | 25/09/2024 |
| **Approved by:** | Derek Hone  EM, Service Delivery | **Date:** | 25/09/2024 |