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| Role Information  |  |
| **Role Title:** | Digital Insurer- Service Transition Lead |
| **Function:** | Technology & Operations | **Area** | Digital Insurer |
| **Pay Band:** | Fixed Salary 6 | **Employee Level**  | Firstline Leader |
| **Role Reports to (role title):** | DI Tech Director Data and Corporate Services |
| **Ways of Working:**  | Suncorp supports flexibility in how, when and where work is conducted. All employees are encouraged to consider how flexibility could apply to their role, with a minimum required of attending the office 3 days a week. |

Role Specification

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| **Objective of the Role** |
| The objective of the Service Delivery & Transition Lead is to ensure a seamless transition of Digital Insurer technology assets and applications from program to BAU. This role focuses on Quality Assurance and Service Management to ensure that operational readiness is achieved on Digital Insurer. Working with Orchestration Leads, Platform Delivery Managers, Platform Product Owners, Chapters and Managed Service teams, this role will act as the interface between Managed Services teams and DI squads in driving a successful Managed Services transition including:* Collating high level estimations for Managed Services support (Services Support cost patterns) at design stage; to include in solution design/segments and feeding into total cost of ownership assessments
* Working closely with squads during delivery stage to understand the solutions being delivered and arranging for Managed Services team members to build knowledge of solutions
* Ensuring that artefacts/documentation and knowledge transfer are of sufficient quality at release stage to ensure that applications and assets can be successfully supported in Production by Managed Services teams
* Supporting during hypercare and warranty stages if required

This role will also collaborate heavily with the Data Engineering Practice, Chapter Leads, Technical Leads, Platform Delivery Managers, Platform Technology Managers and Platform Product Owners in:* Understanding platform and chapter guardrails and ensuing that DI data squads are designing and delivering in line with these
* Establishing and co-ordinating quality assurance activities pre-release to ensure that all solutions deployed meet the relevant frameworks and guardrails

The intent of the Digital Insurer (DI) program is to enable the business to deliver new products (including modular products), more seamless customer experiences, and it will support the delivery of a simpler, digital business. Radical simplification and significant improvement in the speed & cost of change are a critical measures of success of the program and it’s essential this role influences and champions these objectives within the Platform and more broadly. Automation and simplified solutions need to build at the heart of each platform to aid long-term agility. |
| ***Being @ Suncorp Behaviours – All Firstline Leaders***  |
| * Seeks multiple ways to connect people to our purpose, holds team accountable for high performance against agreed targets
* Demonstrates mutual trust and teamwork, owning decisions and accountabilities appropriately
* Provides balanced, ethical recommendations aligned with the risk appetite to deliver on growth aspirations
* Leads action to simplify the customer experience and deliver outcomes in the best interests of the customer
* Removes blockages preventing innovation and strives to introduce improved digital solutions
* Tracks performance metrics, learns and quickly adjusts to change and communicates impacts
* Advances and alignsstrategic goals by being an active member of a strong cross-functional business unit leadership team
* Promotes and embraces diversity and uniqueness and encourages people to bring their authentic self to the workplace
* Builds safe environments where people can perform at their best and achieve bold goals
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| **Key Accountabilities** **Technology Delivery** * Works with engineering practice and platforms to understand and implement the guardrails and frameworks applicable to technology design, development and implementation phases
* Collates and reviews Solution Segments, Solution Architecture Documents and Ongoing Support Estimates to provide estimates for Managed Services production support
* Leads operational readiness activities including pre-release quality assurance audits on artefacts (including but not limited to CEAD, knowledge artefacts, service transition documentation, CMDB) to ensure the standards are met for all applications and assets being implemented
* Ensures that sufficient knowledge transfer is completed with Managed Services teams and Platform L4 teams prior to release
* Supports collation of Managed Services sign offs and participates in release planning
* Works with the program and squads in Control Centres and Warranty activities identifying gaps in Service Management support knowledge, documentation and triage if required

**Delivery Excellence** * Champion, along with peers, the Momentum ways of working to achieve transformational ways of working, focused on improving the speed, efficiency, and agility of our delivery practices
* Influence across Suncorp on the systems, processes and frameworks that needs to evolve to create an environment in which transformational ways of working can be embedded
* Champion and role model a delivery excellence culture with, fostering a one-team approach, full information transparency, decision making at pace and mutual trust and teamwork.

**People Leadership*** Lead and develop the team’s operational readiness capability through effective coaching, mentoring and creation of quality assurance and transition processes for squads
* Demonstrate commitment to one team, with focus on relentless execution. Lead and contribute to the divisional and team culture to ensure appropriate engagement and contribution levels of all employees.
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| **Key Stakeholder Relationships** |
| * DI Tech Director/s
* Tribe & Program Leadership
* Platform Leadership Team
* Technology Chapters and Practices
* Managed Services Teams and vendors/suppliers
* External delivery and platform partners
* Risk community - ensure our delivery practices enhance our ability to manage risk within our risk appetite
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| Person Specification |
| **Key job requirements** |
| **Qualifications** * Tertiary Qualification in Information Technology and/or Business or equivalent industry experience Desired
* ITIL 4 or other Service Management certifications (desired)

**Experience*** Minimum 5 years experience in IT design, development or release roles
* Minimum 5 years experience working with Service Management and asset management
* Vendor/supplier management expertise (Desired)
* Minimum 5 years of people leadership experience (direct/ in-direct)
* Proven track record of driving capability uplift
* Demonstrated capabilities in establishing ways of working, guardrails and frameworks and quality assurance processes for Data
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| **Key Capabilities/Technical Competencies (skills, knowledge, technical or specialist capabilities)** |
| * Strong people collaboration experience and influencing skills
* Expert knowledge of Data Engineering, architecture or technology delivery
* Expert knowledge of Service Management, Service Transition and/or Asset Ownership
* Demonstrated success in establishing QA frameworks and processes
* Solid commercial acumen
* Skilled ability to handle complexity and uncertainty
* Flexibility and resilience in responding to multiple changing priorities
* Systematic and disciplined approach to planning, organising, decision making and delegation
* Skilled ability to work in a dynamic leadership team, contributing to the overall goals of the group
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| **Approved by:** | Enter name Enter position title | **Date:** | Enter date |