Position Description

Manager, Service Management Office

ORGANISATIONAL ENVIRONMENT

UNSW is currently implementing a ten-year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition, we are attracting the very best academic and professional staff to play leadership roles in our organisation.

VALUES IN ACTION: OUR UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high-performance culture. The behavioural expectations for UNSW are below.

Demonstrates Excellence — Delivers high performance and demonstrates service excellence.

Drives Innovation — Thinks creatively and develops new ways of working. Initiates and embraces change.

Builds Collaboration — Works effectively within and across teams. Builds relationships with internal and external stakeholders to deliver on outcomes.

Embraces Diversity — Values individual differences and contributions of all people and promotes inclusion.

Displays Respect — Treats others with dignity and empathy. Communicates with integrity and openness.

OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

UNSW IT is part of UNSW's Finance and Operations Division and provides customer focused, reliable and efficient IT services to UNSW. Our priorities are to drive innovative solutions that enable UNSW's digital future. We strive to be a trusted partner of the University.

In recent years UNSW IT has implemented a Shared Service capability moving away from a federated model of individual IT units operating within Faculties and Divisions. UNSW IT is now entering its next phase of transformation to position itself as a strategic partner and enabler within the University.

The Manager Service Management Office will be accountable for leading the development and delivery of customer focused service management processes and operational governance across UNSW IT. The strategy, processes and tools developed and operated within this area support not only UNSW IT but form the basis of customer service processes used across multiple divisions for UNSW.

The role of Manager Service Management Office reports to the Director - Business IT Services. The functions reporting to this role are: Service Management, Incident & Problem Management, Asset and Configuration Management, IT Change Management, Service Continuity Management, Service Delivery Analysis and Service Continuity Management.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Lead and champion the development, delivery and continuous improvement of contemporary IT Service Management best practices across UNSW.

- Plan, implement, manage, measure and improve IT Service Management processes and procedures, tools and techniques for monitoring and managing the performance of systems and services to ensure optimal business outcomes.

- Ensure that appropriate service levels and service quality measures are developed and reported across UNSW IT that match industry benchmarks, client expectations and support the levels of service required by UNSW and in consultation with relevant internal/external stakeholders.

- Prepare complex Customer Service performance reports, analysing and presenting data along with appropriate recommendations for service delivery improvements.

- Ensure that all services moving to production have appropriate client centric 'Service Definitions' that support a seamless transition and sustainable ongoing support.

- Manage and set standards for UNSW IT's catalogue of available services, ensuring that service product owners maintain the currency of all content.

- Implement the UNSW Health and safety management system within your area of responsibility.

SELECTION CRITERIA

- Tertiary qualifications and/or significant experience leading a customer focused IT Service Management organisation within a large/complex organisation.

- A strong customer service ethos, putting the customer at the centre of the services.

- Demonstrated analytical and problem-solving skills that ensure that underlying problems are identified, and robust action plans are enacted.

- Thorough knowledge and ability to analyse organisational needs and develop solutions that meet strategic and operational requirements.

- Extensive experience transforming service delivery culture, processes and tools across a complex service delivery organisation.

- Proven leadership and people management skills, with experience building effective high- performance cultures that improve service outcomes, develops and retains staff.

- Strong interpersonal and communication skills with the ability to develop effective relationships and influence key stakeholders at all levels in the organisation.

- Strong bias for action, and the ability to articulate and operationalise strategic plans and broad intent.

- Significant knowledge and experience of contemporary trends and developments in IT Service Management (ITIL and SIAM) with a solid understanding of current and emerging issues.

- Ability and capacity to direct and monitor the implementation and effectiveness of the safety management system.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.