**Manchester City Council**

**Role Profile**

**Service Delivery Manager (ERP), Grade 10 (Fixed Term)**

**ICT Service, Corporate Core**

**Reports to: ICT Strategic Business Partner (Corporate Core)**

**Job Family: Technical**

**Key Role Descriptors:**

The role holder will have lead accountability across a significant or specialist area for the delivery of a range of major technical projects, corporate initiatives and work packages.

As a subject matter expert, the role holder will oversee the design, development and implementation of innovative frameworks which enable the operation of effective technical services and support their contribution to the achievement of strategic and operational objectives.

**Key Role Accountabilities:**

Provide a lead technical consultancy function for the assigned service area, ensuring that complex and innovative technical solutions are delivered in line with customer and legislative requirements. Dependent on the service area, this may include software / information technology support, engineering, surveying, curating or other specialist functions.

Drive the effective delivery of work packages to ensure service objectives are achieved, to support the effective decision-making processes of the Council and to enable it to meet its legal obligations and strategic objectives.

Play a key role in the review and development of organisational strategies, ensuring that key performance indicators are met. Provide effective operational and strategic support to the authority’s corporate approach to external regulatory / inspection and internal governance processes.

Foster successful relationships and secure stakeholder commitment through strong and effective negotiation to ensure work packages are delivered effectively and to customer requirements and agreed objectives.

Effectively commission work packages both within the assigned service area and from other service areas / organisations to provide a holistic approach to advice and ensure that all factors are accounted for in the decision-making processes of the organisation, including consideration of Public Service Reform principles.

A strong and clear advocate for the organisation’s ***m people*** approach.

Roles at this level may be required to manage a range of assigned resources, which may be human, financial or other, to ensure continuous improvement in service delivery. Staff management duties may be either through direct line management of a team (including appraisals, performance management and other duties) or through matrix management of a virtual team of officers.

Dependent on the service area, the role holder may be required to work on a rota basis including out of hours as required to meet customer demand.

Demonstrate a personal commitment to continuous self-development and service improvement.

Through personal example, open commitment and clear action, ensure diversity is positively valued, resulting in equal access and treatment in employment, service delivery and communications.

**Where the role holder is disabled, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all the duties of the role. If, however, a certain task proves to be unachievable, job redesign will be fully considered.**

**Role Portfolio:**

**Manchester City Council**

Manchester City Council (MCC) supports a resident population of approx. 575,000 people and employs over 7300 staff & supports various external partnerships. The *Our Manchester Strategy - Forward to 2025* sets out how MCC will create a sustainable, equal and inclusive city. At the heart of these ambitions is the desire to achieve equality for all Manchester communities, recognising that for some communities this will mean more support is needed to reduce inequalities and improve outcomes.

The Council is split into Directorates: Adults’ Services; Chief Executive’s; Children’s Services; Corporate Services; Growth and Development; Neighbourhoods; Population, Health and Wellbeing.

**ICT & Digital Department**

The vision of the ICT & Digital department is “a relentless drive towards digitally empowering better outcomes for the Council and its communities using inclusive, secure & connected technologies to underpin exemplary ICT & Digital service delivery.”

The ICT & Digital department support Manchester City Council by providing technology, infrastructure, and digital services. These range from public facing websites to network operations and cloud services. ICT Portfolio and core functions include:

**Digital Delivery & Business Partnering:** Lead and direct ICT for each of the Council directorates, ensuring the ICT Strategy is aligned to the delivery of the City’s strategic priorities and enables services to deliver effectively. The Heads of Digital Delivery & Business Partnering are responsible and accountable for all new ICT & Digital related demand within the specific directorates for which they are responsible utilising teams of programme, project, and product managers to support the continuous delivery of transformational change.

**Portfolio & Departmental Management Office (PDMO):** Ensures alignment of all ICT & Digital activity with strategic objectives, outcomes, and capacity to deliver, to enable benefit realisation and support continual service improvement. Provides governance standards across all ICT & Digital areas to allow proactive selection, prioritisation, and control of the complete portfolio of activity. Has overarching responsibility for all financial management, contracts and licensing that underpin effective transition and sustainable ICT & Digital service delivery.

**ICT Operations:** Provides the core operational function of the ICT & Digital department. It is responsible for the following IT Infrastructure Library (ITIL) functions: Service Desk, IT Operation Management, Technical Management, Platform Management and Application Support Management. ICT Operations is at the forefront of ICT service delivery and is one of the most important elements that keeps the organisation running.

**Cyber Security & Compliance:** Provides the operational security controls, security guidance, security assurance, cyber risk management, and compliance activities that support all products and platforms within the Council. Protects networks, devices, and data from unauthorised access or criminal use by the practice of ensuring confidentiality, integrity, and availability of information.

**Enterprise Architecture (EA):** Provides a well-defined practice for conducting enterprise analysis, design, planning, and implementation for the successful development and execution of strategy. Enterprise Architecture reduces redundancy, complexity and information silos and business risks associated with ICT investments.

A high-level summary is provided below to add scale and context to the wide variety of services provided by the Council’s ICT & Digital service that is also supported by an investment plan to deliver Digital Transformation across:

* 212 Office locations inc. 27 libraries
* Circa 8000 ICT users and 96 elected Councillors
* 200+ Line of Business Applications
* 1000+ Virtual Servers hosted across resilient Cloud and On-Premises Data Centres
* 10,000+ Laptops, PC’s, and associated End User Devices
* 300 printers

This role will be situated in the Digital Delivery & Business Partnering function of ICT, but will matrix manage across all functions of ICT to support the implementation of the new ERP solution (S4Hana, Concur and Successfactors).

**Service Delivery Manager (ERP), Grade 10 – Key Behaviours, Skills and Technical Requirements**

**Our Manchester Behaviours:**

* **We are proud and passionate about Manchester.**
* **We take time to listen and understand.**
* **We ‘own it’ and we’re not afraid to try new things.**
* **We work together and trust each other.**
* **We show that we value our differences and treat people fairly.**

**Generic Skills**

* **Communication Skills -** Excellent communication, both oral and written. A skilled communicator in terms of the political/officer interface. Shows integrity, creates rapport, trust and confidence. Understanding the dynamics of conflict and how to achieve mutual agreement. Demonstrating the ethics of good practice, including respect for all parties, tolerance of different people and perspectives, confidentiality and the importance of honesty. Listening actively to others and working to formulate options and solutions.
* **Analytical Skills -** Skills to analyse a wide range of data and other sources of information to break them down into component parts, patterns and relationships; probes for further understanding of problems and risks and makes rational judgements from the available information and analysis demonstrating and understanding of how one issue may be part of a much larger system/issue.
* **Planning and Organising -** Sets clearly defined objectives, plans activities and projects well in advance and takes account of risks and changing circumstances; identifies and organises resources and manages time effectively monitoring performance against milestones and deadlines.
* **Project Management: Ability** to influence, monitor and control the risk environment, both strategic and operational, through effective allocation of roles and responsibilities. Has ability to manage risk effectively in the context of projects and programmes.
* **Problem Solving and Decision Making -** Strong decision-making skills with the ability to analyse risks and resolve complex issuesin a pressurised environment.
* **ICT Skills -** Skills to coordinate ICT resources to meet business objectives and create value for the stakeholders by improving the performance of ICT functions, whilst maintaining professional standards and clarity of purpose.
* **Financial Management -** Resource and financial management skills to develop effective planning, financial management and reporting frameworks. Manage allocated resources effectively, delivering business performance and value for money.
* **People Management:** Ability to lead, manage and motivate staff to high levels of performance to achieve change and maximise staff potential and contribution to the achievement of identified aims and objectives.
* **Commissioning Skills:** Demonstrates an understanding of the commissioning role, (Service Transition / ITT to 3rd parties) as deployed across the Directorates and its role in market development and delivery of effective and efficient services whilst maintaining the core values of the City Council.

**Technical requirements (Role Specific)**

* Qualified to ITIL, with a strong practical understanding of how the core ITIL functions (CM / IM / PM / RM and Configuration Management) that interface and interact to collectively support IT and the Business, including how Software Asset Management also supports these functions.
* Operational experience of SAP ERP with the experience to lead the coordination across all of ICT disciplines to support the corporate S4Hana, Concur and Successfactors implementation.
* Business knowledge of HR, Financial and ICT business areas
* Workable knowledge of project management disciplines using a waterfall and/or agile approach including detailing and completing any necessary documentation.
* Demonstrate the ability to work in and lead a cross functional team within ICT and potentially 3rd party teams across all ICT disciplines to ensure deadlines and targets are met to support the ERP implementation.
* Knowledge of cloud computing services including Software as a Service and the different considerations to on premise services.
* Demonstrate the ability to work as part of a cross organisational team delivering transformation of business processes.
* Significant knowledge of relevant legislative frameworks and professional standards both within the ICT industry and specifically in relation to a local authority.
* Experience of working in a pressurised environment.
* To work flexibly including out of hours and bank holidays as required to meet customer demand and service requirements and potential incidents up-to a Major Incident.