

ROLE DESCRIPTION

Job title	Head of IT Service Delivery	Role Holder:	
Reporting Lines:	Group CIO	Location:	London

1. Purpose

The Head of IT Service Delivery (HSD) is responsible for the delivery of high-quality IT Services to the organisation and our customers. Collaborating closely with the other IT areas and business stakeholders to effectively manage the end-to-end service delivery process, from service strategy and design to transition, operation and continual improvement.

As the HSD, you will oversee all aspects of IT Service Delivery to ensure efficient and effective delivery of IT services to all our stakeholders across multiple jurisdictions (namely UK, Bermuda, Australia, and the US), to drive business growth and operational excellence. You will play a pivotal role in aligning our practices with ITIL principles and defining the service portfolio for Lancashire.

Your main areas of responsibility will be to formulate and execute a service delivery strategy aimed at transitioning towards a more ITIL supported organisation. Central to this effort is the imperative to foster strategic partnership with key stakeholders and forge strong alignment between functions and business units. You will lead the day-to-day service operations, including incident and problem management, service desk support, including the JML's process, to meet the SLA's and KPI's agreed with the business.

Reporting directly to the Group Chief Information Officer, the HSD will oversee a team of IT professionals covering both Business Support and Application Support. The ideal candidate for the role should possess extensive knowledge and experience of delivering according to ITIL principles, as well as understanding of IT systems and support processes. This is a leadership role and team management; resource allocation and budgeting management is a requirement.

2. Core Responsibilities
Service Strategy and Design

- Collaborate with stakeholders to define service portfolios, service level agreements (SLA's) and service catalogues aligned with business objectives and ITIL principles.
- Design service architectures, processes, and policies to meet service requirements and objectives, ensuring alignment with industry best practices.

Service Introduction and Transition

- Oversee the planning and management of changes, releases, and deployment in co-ordination with the change management process.
- Ensure smooth transition of new or modified IT services into operation, following ITIL best practices and minimising service disruptions.

Service Operations

- Lead the day-to-day service operations, including incident and problem management, and service desk support to agreed SLA's and KPI's

- Monitor and report on service performance, identifying areas for improvement and driving corrective actions to optimise service delivery.

Continual Service Improvement (CSI)

- Drive a culture of continuous improvement within the service delivery function, identifying opportunities for service enhancement based on feedback, performance metrics, and industry best practices.
- Define and prioritise improvement initiatives to enhance service quality, efficiency, and customer satisfaction, ensuring alignment with business goals and objectives.

3. Essential Skills & Requirements

- ITIL Foundation certification or higher-level ITIL certificates (e.g. ITIL Intermediate or Expert).
- Proven extensive experience in service delivery management role or team leadership roles, preferably in an ITIL-based environment.
- Strong understanding of IT service management principles, processes, and best practices.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively with stakeholders at all levels of the organisation. Good presentation skills with the ability to contextualise using story-telling techniques.
- Demonstrated leadership abilities, with a focus for driving performance, fostering teamwork, and achieving results.
- Strong analytical and problem-solving skills, with the ability to use data in decision making to drive continual improvement.

4. Lancashire Values

- **L**eadership, exhibiting passion and commitment in all aspects of Lancashire life and inspiring others to do the same, we are
- **A**spirational, aspiring to deliver a superior service for our clients, ourselves and our business partners, we are
- **N**imble in our decisions, actions and business processes, and considerate of our environment and wider society, we are
- **C**ollaborative, valuing teamwork and a diversity of skills and experience and sharing in our success, and we are
- **S**traightforward in conducting our business in an accountable, open, honest and sustainable way.