

Job description

Service area: Customer Operations

Job title: Service Delivery Manager

Band: 7

Location: Bridge House, Newcastle Upon Tyne

Job purpose:

Working with colleagues at all levels across customer operations services to ensure that all operational and service objectives are delivered on time and within budget, accountable for making sure KPIs are achieved and high quality services are delivered to all customers.

Provide clear leadership, being able to act as a change catalyst by demonstrating flexibility and agility, influencing others to think and work collaboratively, ensuring any change is introduced at pace in a positive manner playing a key role in creating sustainable improvements in cost performance and service delivery.

In this role, you are accountable for:

Stakeholder and Contract Management

1. Engaging with and working proactively with stakeholders to assess current services and performance, identify and implement improvement

opportunities and drive efficiencies, working towards common business goals and objectives.

2. Responsible for maintaining positive relationships with a wide range of external suppliers, taking ownership for dealing with and resolving any performance issues.
3. Ensuring contract delivery through engagement with the corporate Contract Management Team, or directly with the supplier.

Project Responsibilities

4. Be part of the delivery of projects, including leading from an operational perspective projects on the NHSBSA strategic roadmap.
5. Represent the service within projects and the specific role will be determined by the scale and complexity of each project.
6. Lead on continuous improvement projects with the support of the Service Manager, which will include internal and external stakeholder engagement.
7. Contribute to the production of mandates, spend control forms and full business cases.
8. Identifying where future opportunities exist for improvement projects
9. Participate in the process when new technology or changes to current systems are required including procurements. This would involve assisting with the specification of requirements, research and working with outside contractors and stakeholders.

Staff Management

10. Deliver operational objectives through performance management of direct reports (DRs) and through carrying out process improvement

projects.

11. Demonstrates clear leadership and management skills and the ability to influence and persuade others and leads teams in the delivery of business objectives and strategy.
12. Responsible for setting clear objectives for direct reports and carrying out regular ORO reviews, developing and coaching direct reports to assist in delivery of business objectives and broaden their experience.
13. Demonstrate support and guidance through the full application of all supporting tools and policies in place – HR planning, Absence Management policy, Health and Safety and all other applicable policies.
14. Responsible for identifying personal development needs and learning requirements to ensure DRs have the correct skills and competencies required for the role.
15. Ensures the deputy Management programme is managed effectively, working with DR's to ensure staff skills are being developed to support progression through the different bands and allow them move to the next level and create a 'pool' of management resource.
16. Provide guidance on management issues whilst also ensuring DRs remain fully empowered in a supportive environment.
17. Carry out disciplinary meetings, where appropriate. Ensuring that HR policy is followed to ensure consistency.

Service Delivery

18. Working alongside Workforce Planning Managers, ensure staffing levels and profile of staff meets the business requirements. Including working closely with recruitment suppliers and managing that relationship effectively.

19. Responsibility for complaint management within their service area, ensuring trends are analysed/identified and remedial action and improvement ideas are taken forward straight away.
20. Ensure that the service area of responsibility has a flexible, dynamic and reliable work force that is equipped and trained to meet our changing business demands.
21. Ensuring that current and future training needs are met using the most appropriate delivery method, utilising innovative approaches where right to do so.
22. Preparation of short term to medium term operational and monitoring plans and taking necessary corrective action
23. Have strategic input at times into prioritising longer term planning and activities in line with Corporate Business plans and Strategy
24. Actively promote and realise the increased use of data analytics across and within individual services and use the data to assist and drive business improvements.
25. Ensure that performance against Key Performance Indicators across a wide range of work streams is achieved. Identifying opportunities for improvements and carrying out detailed analysis of trends. Take appropriate corrective or preventative action.

Clients and Stakeholders

26. Works collaboratively and effectively with colleagues at all levels from internal and external stakeholders.
27. Forms links with other organisations with the aim of sharing experience to improve services.

Additional responsibilities

28. Deputise as required in the absence of your Line Manager.

29. Carry out duties and responsibilities as required by your Line Manager commensurate with the job grading.

30. Be accountable for own Personal Development needs in order to be fully equipped to meet future management and organisational needs.

In addition to the above accountabilities, as post holder you are expected to:

Undertake additional duties and responsibilities in line with the overall purpose of your role and as agreed by your line manager.

Demonstrate NHSBSA values and core capabilities in all aspects of your work.

Foster an environment where your own and colleagues' safety and well-being is promoted.

Contribute to a culture which values diversity and inclusion.

Comply with NHSBSA policies, procedures and protocols as they apply to your role.

Working relationships

Responsible to: Senior Service Delivery Manager

Key relationships and connections: Team Managers
Team Members

Person specification

Service area

Job title

Personal Qualities, Knowledge and Skills

Essential criteria

1. Excellent verbal & written communication skills.
2. Able to work on own initiative.
3. Ability to see wider implications, consequences and connections for all issues.
4. Excellent presentation skills needed for presentations to large groups
5. Analytical Skills.
6. Drafting and reporting skills.
7. Strategic thinking.
8. Flexible.
9. Good Team Player.
10. Well organised.
11. Able to work to tight deadlines & prioritise tasks.
12. Ability to handle sensitive or confidential information.
13. Able to travel nationally.
14. IT Skills to enable full use of management information systems.
15. Change management techniques.
16. Strategic Management.

Desirable criteria

1. Contract Management.
2. Stakeholder Management.

Demonstrated by

1. Application Form.
2. Interview.
3. Formal presentation at assessment.

Experience

Essential criteria

1. Significant demonstrable relevant management experience.
2. Experience of managing staff.
3. Experience of managing change.
4. Experience of performance management.
5. Experience of workflow management and working across multiple work streams.

Desirable criteria

1. Budget management experience.
2. Project management experience.

Demonstrated by

1. Application Form.
2. Interview.

Qualifications

Essential criteria

1. Diploma in Management (or equivalent experience)

Desirable criteria

1. Educated to degree level (or equivalent).

Demonstrated by

1. Certificates.

Core capability (minimum level)

Level 3 comprising of:

Communicating with Impact and Influence

- Confidently engages with stakeholders to advocate and generate commitment to goals. Communicates using appropriate style, method and timing with colleagues across all levels and functions
- Persuades others, using evidence based knowledge, modifying approach to deliver messages effectively
- Negotiates well, responding to other people's expectations and concerns

Improving and Innovating

- Facilitates flexible use of resources through innovative structuring of teams and resources within own area
- Uses creative methods to involve and generate new thinking from others
- Keeps others informed through a variety of methods in order to inform and gain commitment to changes
- Challenges the status quo and provides constructive feedback to senior managers on change proposals which will affect their business area
- Invites and welcomes challenge to their own or others' views, encouraging robust debate
- Challenges others to identify opportunities for cost saving and service improvements

Working Together

- Creates, maintains and promotes a strong network of connections with colleagues across the organisation
- Engages with a variety of stakeholders, listening and responding to their feedback, and encouraging others to do the same
- Advocates collective decisions, even if their own view differs
- Acknowledges and addresses conflict constructively. Develops a shared solution and makes difficult choices when necessary
- Courageous in bringing out and working constructively through issues that arise from conflicting points of view to find common understanding

Enabling Performance and Potential

- Translates business priorities into clear outcome-focused objectives
- Identifies and helps to address the capability gaps of people within own business area required to deliver business priorities
- Is honest and realistic with people about their potential, whilst challenging them to stretch beyond what they believe they can do
- Maintains effective performance in difficult and challenging circumstances, encouraging others to do the same
- Provides direction and support without micro-managing

Relevant professional framework