

Senior IT Service Delivery Manager

Location: Canary Wharf, London

Reports to: Associate Chief Operating Officer, Technology

Grade: A

Job purpose

This role owns the IT services, suppliers, and budget for the GPhC's day-to-day operations. The job holder is accountable for IT contract strategy and management, which includes managing negotiations and service level agreements to ensure consistent contract and service management. This also includes the relationship management with key suppliers (those that run services on our behalf via outsource or service contracts) and internal stakeholders, providing a consistent touch point with GPhC IT. The role also keeps abreast of industry trends and best practice in supplier management and IT procurement best practice.

This role owns the IT operational budget planning, tracking, and verifying of all supplier orders and invoices for operational services, as well as all managing internal budget planning for these services. The job holder will also work closely with the procurement team and engage them on any planned tender opportunities or contract management escalations.

Main accountabilities

- Accountable for managing the contractual relationship with all (Circa 80) IT operational suppliers making sure contract changes and renewals are formally tracked, documented, and agreed in compliance with UK legislation and GPhC financial and procurement policies. Chair face to face Service Review meetings.
- Make sure suppliers deliver and report to expectations and adhere to agreements and address service and portfolio risks. Produce monthly performance analysis, creating internal service, portfolio and risk reporting packs and presenting these written reports to business stakeholders up to and including Chiefs. Use the analysis to identify and manage service improvement plans where targets are persistently missed.
- Work with procurement colleagues to identify, assess, and prioritise risks associated with IT suppliers, including financial, operational, reputational, and compliance risks. Conduct thorough due diligence on new and existing suppliers to evaluate their risk profile.
- Own and manage the original and revised IT operational budget (Circa £2m) making sure costs added and removed by projects or increased demand for services are accurately reflected. Track

actual incurred costs against the budgeted costs and raise variances with suppliers seeking credit notes where due. Make sure contracted service credit payments for missed service targets are applied and paid by suppliers. Provide face to face and written IT service costing reports to business stakeholders.

- Provide management and communication of service outages working with external and internal suppliers to agree resolution and communication actions. Post resolution, drive the root cause analysis for major incidents to make sure lessons are learned and any proposed improvements are followed through via an agreed action plan.
- Collaborate with internal stakeholders to understand IT needs and align supplier services. Be the primary point of contact for key business stakeholders and make sure that business expectations of IT are clearly understood and documented whilst the limitation of any service is correctly understood.
- Ensure the compliance of IT with supplier license agreements, gathering routine information on the utilisation of licenses against procured quantities and leading license increase and renewal discussions with suppliers or licensing partners.

Knowledge and skills for this job	Essential	Desirable
Broad experience in IT Service and Contract Management of outsourced suppliers delivering business critical IT services.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
ITIL Service Delivery certification or industry equivalent.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Good overall understanding of IT Infrastructure and applications service and support.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Excellent written and verbal communication skills.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply the relevant management systems, procedures, policies, and training related to risk management, health and safety, information security, data protection and business continuity.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Apply and manage the diversity and equality policy and practice pertinent to the role.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Experienced in a public sector environment, preferably a regulatory environment.	<input type="checkbox"/>	<input checked="" type="checkbox"/>
BSc IT Technology Service Management.	<input type="checkbox"/>	<input checked="" type="checkbox"/>

The knowledge and skills required for this role may change according to the needs of the GPhC and you will be required to perform any other reasonable duties as may be assigned from time to time.