



IM&T Service Centre Manager

POSITION PROFILE

Division	Corporate Support	Status	Full Time
Unit	Information Management & Technology	Salary Grade	Manager
Reports to	Chief Information Officer	Reviewed	August 2022

STRATEGIC INTENT

Sutherland Shire Council has 4 operating divisions namely Shire Assets, Shire Infrastructure, Shire Services and Corporate Support.

The Information Management and Technology Unit (IM&T) sits within Corporate Support and provides a range of ITC services directly to the community and to Council staff (approx. 1500).

As well as BAU operations, IM&T is responsible for delivering a program of work aim at elevating the following focus areas:

- Employee experience
- Customer experience
- Delivery excellence
- Operational excellence
- Future Growth

POSITION PURPOSE

The IM&T Service Centre Manager is responsible for:

- ensuring service levels are met or exceeded for all service centre activities
- creating a culture of customer service excellence

The IM&T Service Centre Manager provides strong leadership and support to teams of staff providing:

- IT Service Desk support
- Archive management and record retrieval services
- Privacy Compliance
- Access to Information requests (formal and informal)
- ePlanning interface services.

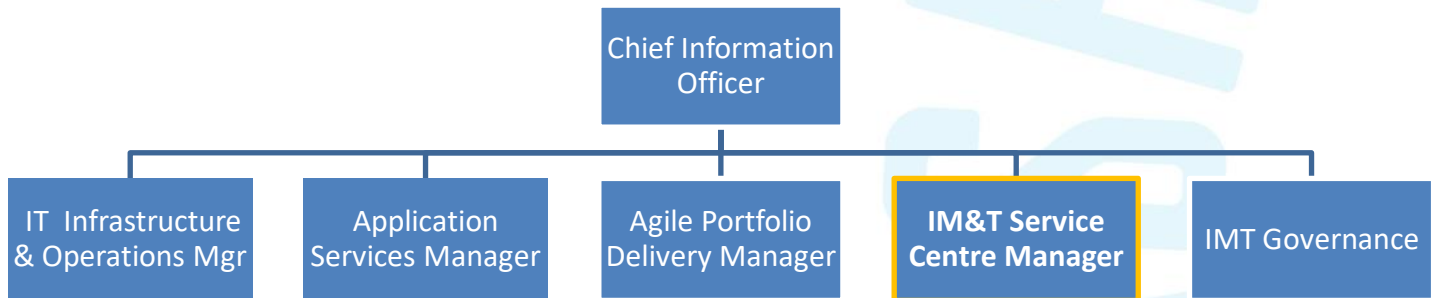
The IM&T Service Centre Manager uses data and analytics to identify opportunities for improvement and works collaboratively with other IM&T areas to deliver service improvements.

The IM&T Service Centre Manager is a champion of ITIL based Service Management and strives to lift the maturity of the framework across IM&T.

The position is responsible for driving key initiatives of Council's Information, Customer & Technology Strategy, including the digitisation of records for self -service and ensuring a robust support model is in place for the One Council ERP suite.

The IM&T Service Centre Manager provides thought leadership in terms of emerging trends and innovation in the service management and customer service space.

ORGANISATIONAL STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

- To build an IM&T Service Centre function that delivers on IM&T's vision for trusted, secure, proactive, and customer focused services.
- To model customer service excellence and develop a culture of delivery and continual improvement
- To be the strong voice of the customer on the IM&T leadership team ensuring customer priorities are positioned against the competing need for resources for project and other activities.
- Champion ITIL Service Management framework within IM&T with direct management of these processes:
 - Incident and Major Incident Management
 - Request Management
 - Problem Management
 - Service level Management
 - Service and Configuration Management (connection of customer to services)
 - Asset Management for end user devices
 - Licence Management
 - Knowledge Management
- Provide leadership and coaching, by creating an environment orientated to trust, open communication, creative thinking and cohesive team effort
- Set clear goals, standards and expectations and be accountable for the delivery of outcomes and behaviour
- Develop quality assurance and feedback processes to continually assess service developed and develop service improvement plans
- Ensure appropriate records and notes are kept within the Service Management and Customer Request Management Systems
- Ensure the staff are effectively managed with respect to efficiency, effectiveness, development and well-being
- Develop robust recruitment, induction and training processes to expedite time to productive service for new staff
- Implement effective dashboards and analytics to track KPI's and service levels and build service transparency

- Implement robust rostering and resource model to ensure service levels are met consistently across required service hours including after-hours support as required

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> - You will have tertiary qualifications in Information Technology, Computer Science, or a related discipline. - NSW Drivers Licence - Full COVID Vaccinations - ITIL Certification – Practitioner or above
	Desirable	<ul style="list-style-type: none"> - Contemporary industry certification relevant to the position
	Essential	<ul style="list-style-type: none"> - You will have substantial experience leading an IT Service Centre or Service Desk team for a medium sized organisation - You will be passionate about delivering excellence in customer service - You have exceptional leadership skills with a demonstrated ability to build highly motivated, organised, customer focused, and professional teams, with a focus on continuous improvement. - You will be proficient in applying service management and governance practices such as COBIT and ITIL - You have exceptional communication skills with the ability to communicate technical and non-technical concepts to a wide range of stakeholders. - You will have superior organisational, time management, prioritisation and problem-solving skills. - You will have experience in the development of strategic partnerships and the ongoing effective management of vendors and contracts. - Experience with the development of SMART goals, KPIs, SLA's/OLA's and reporting frameworks
	Desirable	<ul style="list-style-type: none"> - Experience with archives, records management, GIPA, Privacy Act
Experience or skills		

CORE CAPABILITIES

Attributes

Leadership: Provide clarity of direction, model our corporate values, capacity to identify and implement change, build team and individual capability, support continuous improvement, and the highest standards of professionalism.

Goals oriented: Work to achieve organisational, directorate and divisional goals, taking on challenging tasks when necessary, display initiative.

Strategic thinking: Critically examine problems, considering available information, and balancing alternative perspectives, to identify and implement appropriate solutions.

Tactical planning: Effectively plan and utilise available resources to deliver value-add outcomes for the business.

Communication skills: Clearly and persuasively articulate complex technical and operational issues. Identify and tactfully deal with sensitive matters.

Relationship management: Build strong relationships by winning respect at all levels through sound advice, reliability and personal integrity. Constructively deal with difficult issues.

Team focussed: Mentor team members, share skills, experience and knowledge via formal and informal collaboration with colleagues and employees.

Decision making: Achieve desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.

Customer Focus: Highly Advanced: Commitment to delivering superior customer experience. A focus on delivering strategies and outcomes in the best interests of the community aligned to strategic objectives

OUR VALUES



Behaviours

- **Collaborate** - be open and welcoming, genuinely connect to others, include others, work together as one
- **Achieve** - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day
- **Respect** – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others
- **Evolve** – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker

CORPORATE OBLIGATIONS

Employees	Up to 4 direct reports, 15 indirect including IT Service Desk, Access to Information, Archives and Information Management officers
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work, and demonstrate safety leadership.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behavior Guidelines.

Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and implement changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

- May be required to work additional hours to ensure availability of Council systems as and when required.