

Service Manager (Platforms & Delivery)			
Reference No.	A3982	Type	Individual
Service	IT Services		
Job Family	Service Manager	Grade	FC11

Purpose
<p>To lead and manage the strategic development, integration and support of Council-wide ICT software platforms and solutions such as ERP and Sharepoint, and to ensure effective Council-wide engagement, management and governance arrangements are in place.</p> <p>Leading and directing the activities of Enterprise Architecture & Competency Centres established to support and further develop these platforms.</p> <p>Establishing and operating effective Delivery Management and Planning processes and ensuring forward resource plans are in place to meet Council requirements</p>

Task or Responsibility - For this role, there is an expectation that all, or a combination, of the following will be undertaken:	Person Specification: Skills, Knowledge, Qualifications or Experience - Criteria can apply to more than one task or responsibility	E	D
Leading and managing the ICT Strategic Platforms function including the Enterprise Architecture team and developing the Competency Centre teams whilst ensuring the effectiveness of associated business engagement and governance models.	<p>Degree level or equivalent experience</p> <p>Proven staff management and effective leadership of a significant sized team</p> <p>SFIA Competence Level 7 (Set Strategy, Inspire and Mobilise) <i>“Enterprise And Business Architecture”</i></p>	<p>✓</p> <p>✓</p> <p>✓</p>	
Strategic road-mapping and direction of key Council-wide systems – including the Council’s main ERP, CRM and Digital Applications	Proven strategic thinking with experience of translating strategy into deliverable plans (Deliver results – See ‘How We Work Matters’ Framework)	✓	

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<p>solutions. Develop approaches which ensure the Council is achieving best value from these platforms.</p>	<p>Experience of “Competency Centre” or “Centre of Excellence” approaches to support and develop strategic ICT investments and platforms</p> <p>Solid understanding of Enterprise Architecture principles and practices and to understand complex systems and information inter-relationships.</p> <p>Broad technology awareness of the strategic platform capabilities, such as ERP, Sharepoint, Total Mobile and their integration into whole solutions.</p> <p>Knowledge of TOGAF and the disciplines of Enterprise Architecture</p> <p>SFIA Competency Level 5 (Ensure/Advise) - <i>IT Strategy & Planning</i></p> <p>SFIA Competency Level 6 (Initiate/Influence) - <i>Information Systems Co-ordination</i></p>	<p>✓</p> <p>✓</p> <p></p> <p></p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p>✓</p> <p>✓</p> <p></p> <p></p>
<p>Contribute to the achievement of the organisational change, key priorities and milestones set out in the Council Plan and associated Council Outcome Programmes and project activity, as well as other relevant national and local strategies through the anticipation of organisational changes and initiation of, or strategic contribution to, organisation-wide change programmes.</p> <p>Managing the portfolio of ICT-enabled change and project delivery and associated delivery governance, including drawing up resource/skill plans and providing forward assurance that BTS is able and resourced to deliver to agreed Council requirements.</p>	<p>Experience of delivering large-scale change technology programmes in large organisations</p> <p>Knowledge of established Programme and Project delivery methodologies – PRINCE and MSP</p> <p>Ability to contribute effectively as a senior stakeholder to Council Strategic Outcome and Programme Boards</p> <p>Direct experience of establishing, operating and assuring organisation-wide Change and Portfolio, Programme and Project governance approaches.</p> <p>Experience of implementing ICT forward resource planning approaches, including workforce, financial and technology elements.</p>	<p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p> <p>✓</p>	<p></p> <p></p> <p></p> <p></p> <p>✓</p>

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Lead discussions with key external suppliers, partners and other stakeholders to identify opportunities and assure on-going delivery and development of Strategic Platforms	Experience defining, negotiating and operating complex ICT supply contracts Experience conducting negotiations on complex contractual issues/failures Ability to recognise and communicate process, information or technology opportunities and assess their fit to business objectives SFIA Level 6 (Initiate, influence) <ul style="list-style-type: none"> - Contract Management - Innovation - Emerging Technology Opportunities 	✓ ✓ ✓ ✓ ✓	✓
Contributing to and representing the Council on relevant national public and private sector bodies which develop and share policy, national standards and best practice. (Scottish Councils SOCITM, COSLA, Improvement Service and Scottish Government, ICT professional bodies)	Experience of actively contributing outside organisational boundaries in national or multi-national ICT forums and organisations	✓	
Working with elected members on an infrequent basis, to respond to queries, support policy development, and improve the customer experience or reputation of the Council. This includes supporting the work of, or contributing to, Scrutiny Committees and Standards & Audit.	Experience of working with elected representatives Understanding of the issues arising from working with non-executive stakeholders, or politicians Good knowledge of Council operations, functions and relevant policy and regulatory frameworks.	✓ ✓	✓ ✓
Undertaking all other duties as required for the role. Duties will be in line with the grade.			

Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required	
Before confirming appointment: You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.	
Additional Information – the following information is available:	Expected Behaviours
<ul style="list-style-type: none">• Skills Framework (if applicable)• How we work matters	<p>Every council employee is expected to lead the way by making decisions and behaving in ways that uphold our community commitments and values.</p> <p>Please refer to How We Work Matters Guidance to learn more.</p>