

Job Description

PERFORMANCE AND DEVELOPMENT MANAGER

Service:	Digital Services	Team:	Operate
Location:	Preston		
Salary range:	£39,571 - £44,624	Grade:	10
Reports to:	Service Centre Manager	Staff responsible for:	10 - 15

Job Purpose

To lead on all operational requirements within the Service Centre. Through effective leadership and collaboration, develop and implement techniques to ensure optimum performance; quality and utilisation to achieve Service Centre objectives, which align to the wider business strategy. Ensure the Service Centre maintains professional, positive and productive relationships with internal and external teams, and colleagues and customers in the wider organisation. Effective management of attendance and behaviour in line with the business policies and objectives. Setting targets and undertaking review of Service Centre outputs, to evidence achievement of objectives. Making proposals for service planning and demonstrate awareness of wider implications.

Accountabilities/Responsibilities

Main Areas of Responsibility

- Identifying opportunities to reduce cost where appropriate.
- To take the lead on the management of the day to day running of the ICT Service Centre team, providing motivation and control to ensure that delivery is in line with strategic vision.
- Provide support for all Service Centre staff in all matters relating to performance, productivity, conduct and attendance.
- To ensure that the team provides accurate, meaningful and consistent advice and information to customers on behalf of Digital Services.
- To ensure that the team are aware of, and are complying with, Data Protection and Information Governance protocols.
- To undertake a Quality Manager role for the ICT Service Centre.
- Translate business objectives and instructions to facilitate the delivery of clear and detailed activities for individuals. Monitor the effective application of these techniques and intervene to rectify issues where relevant.
- Ensure consistent and appropriate coaching and mentoring techniques are adopted and applied across the Service Centre.
- Ensure techniques to identify underperformance and a consistent approach to developmental activity including employee engagement and supporting action.
- Lead, co-ordinate, monitor and review workflow.
- Manage and prioritise the workloads of the team against agreed service critical success factors and key performance indicators and ensure effective monitoring and reporting to senior management.
- Report to the Service Centre Manager on levels of quality, performance, productivity and compliance through specific monitoring activity.

- Report to the Service Centre Manager on KPI performance and support them to oversee the correct adoption of the process including incident management, request management and service desk management.
- Investigate and formally report on non-compliance and implement remedial actions.
- Take ownership of work with the Knowledge Manager to ensure information utilised by the ICT Service Centre via the ICT Knowledge Base is complete, accurate and available in a timely manner.
- Take ownership of work with the Continual Service Improvement team to implement appropriate improvements within the ICT Service Centre or its interfaces with other teams.
- Take ownership of and support the Business Relationship Management team in relation to resolving escalations, customer complaints and examples of poor service, developing and implementing opportunities to improve services as a result.
- Ensuring ITIL operational procedures are followed.
- Provide effective communication within the service and between other services and customers.
- Ensure that the customer is at the heart of all of the services delivered.
- Deliver a customer focused service to both internal and external customers.

Communications

- To understand and deliver on Digital Services' Vision and Values.
- Align individual, team and service objectives to the Vision and Values.
- To liaise with other Digital Services Management teams and customers at all levels.
- Embed a customer first policy in the operation of the service and develop service specific requirements which complement it.
- Ensure that all aspects of Project Delivery are compliant with all relevant rules and regulations.
- Develop, measure and report on quality and service standards relevant to our customers, as well as national performance indicators where appropriate.
- Negotiate, define and agree all service levels for Project Delivery.
- Effectively establish and manage senior stake-holder relationships related to all aspects of Project Delivery related to Digital Services Business Continuity accreditation and systems.
- Champion all forms of internal and external communication appropriate to Project Delivery.
- Build relationships with key customer interfaces to understand their plans and objectives and deliver value solutions.

People Management

- Actively lead, develop and manage Project Delivery staff to promote supportive working relationships and a “can do” culture.
- Be accountable for the management and development of direct reports and team leaders, to enable self-management in their day-to-day operations across the service; and take a personal responsibility for the development and implementation of an effective Service training plan that responds to staff needs and the development of the business.
- Be accountable for the effective management of all HR policy and procedures, including disciplinary, welfare and attendance processes. Actively promote best practice to ensure consistency, fairness and transparency at all times.
- Visibly promote and demonstrate a strong commitment to equality in all areas of Project Delivery.
- Take responsibility for the continuous development and improvement of employee communications across Project Delivery that provides a variety of channels for two-way communication and feedback. At all times, encourage challenge and innovation.

Health and Safety

- Take responsibility for the effective integration of Health and Safety practices and processes across Project Delivery, including:
 - Effective and planned review of risk assessments.
 - Application of employee attendance policies.
 - Regular monitoring of absence management data.
- Ensure that all work functions and where appropriate, line management responsibilities, are undertaken in accordance with all related Health and Safety legislation and relevant codes of practice.
- Ensure that appropriate arrangements are in place to provide for a positive work/life balance both in terms of personal workload and that of direct reports, if appropriate.

Quality

- By adhering to documented procedures, play an active role in the achievement and support of all Quality Standards within Digital Services deemed appropriate across Project Delivery and by Digital Services.
- Be responsible for the implementation of a continuous improvement strategy and effectively manage service improvements through ongoing analysis of people performance, processes, and technology, finance and customer requirements. Use market research, customer and staff surveys and feedback, to improve business efficiency and quality.
- Use performance management information, including performance measures to understand, predict and improve service performance.

Working approaches

- You must be prepared to work flexibly across the hours on various shift patterns from 8am to 6pm.
- Undertake, wherever required, other responsibilities and duties where this is commensurate with the grade of the post. This may entail working from other locations.
- Be responsible for ensuring that all duties and responsibilities comply with all statutory requirements, Financial Regulations, and approvals and with policy and procedure.
- To comply with relevant policies and practices relating to training and development, including a regular development appraisal.

In addition to the skills knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.

Due to the changing nature of the business, this job description serves as a framework to outline the main areas of responsibility. It is not intended to be either prescriptive or exhaustive and will inevitably change. You may be required to undertake other activities of a similar nature that fall within the remit of your area of work, as directed by service management, and this may entail working from other locations.

Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification
PERFORMANCE AND DEVELOPMENT MANAGER

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Qualifications:		
Five GCSEs (Grade A-C) or equivalent	E	AF, I
Degree, or 2 years equivalent experience at this level of work	D	AF, I
ITIL Service Management Qualification (Foundation or above)	E	AF, I
Experience:		
Minimum 3 years' ownership for the delivery of critical front line IT Operational services	E	AF, I
Experience in translating business objectives into measurable IT operational activities	E	AF, I
Ownership of performance and productivity measures with demonstrable value add to the business	E	AF, I
Creating; applying and monitoring innovation in the pursuit and delivery of critical business improvements.	E	AF, I
Design and delivery of key management information in relation to critical front line IT operational services	E	AF, I
Minimum 3 years' experience of working in ICT Technical Support	E	AF, I
Experience in working with Customers and colleagues at all levels	E	AF, I
Excellent understanding and practical experience of ITIL methodology and application in a commercial and local government environment	D	AF, I
A good technical knowledge of the key functions within ICT.	D	AF, I
Experience of analysing and extracting data to compile management performance reports	D	AF, I
Knowledge and skills:		
Leadership ability associated to all levels of staff	E	AF, I
Lead the way in terms of coaching and mentoring team members at all levels	E	AF, I
Translate IT operational requirements into the workplace and utilise resources with innovation and efficiency.	E	AF, I
Ensure IT operational consistency service wide	E	AF, I

Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
Demonstrate ownership skills according to the diverse demands of the IT operational environment	E	AF, I
Ability to present effective business information to stakeholders with clarity and professionalism and within deadline	E	AF, I
Ability to engage with and proactively encourage/ recognise/listen to ideas of value in achieving business improvement.	D	AF, I
Pioneer recruitment, motivational and personal development schemes which enhance the service and customer experience	E	AF, I
Good understanding and knowledge of the products and services relevant to the advertised skill areas	D	AF, I
Knowledge of LCC Digital Services and understanding of how it functions to provide an end-to-end quality customer service	D	AF, I
Excellent IT skills	D	AF, I
Ability to work in professional and tactful manner when dealing with staff and clients	D	AF, I
Strong analytical skills and innovative problem-solving capability building on concepts and principles as necessary.	E	AF, I
The ability to understand the impact of technical service issues	D	AF, I
Excellent Organisational skills	D	AF, I
Other:		
Totally focused on service delivery and customer satisfaction	D	AF, I
Totally focused on exacting full value from service resources	E	AF, I
Committed to working together based upon one team sharing ideas, knowledge and resources, shared understanding and mutual trust	E	AF, I
Fully accountable for actions and decisions	D	AF, I
Committed to improving the levels of service to all customers	D	AF, I
Leading by example in terms of working flexibly across Service Centre opening hours to ensure optimum service delivery	E	AF, I
Commitment to health and safety	E	AF, I
Commitment to equality and diversity	E	AF, I
Display the LCC values and behaviours at all times and actively promote them in others	E	AF, I

