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| **Job Summary Overview**  |
| **Job title**  | Senior Delivery Manager (Operations Governance)  |
| **Career family**  | Organisational Enablers  |
| **Professional pathway**  | Technology  |
| **Career family level**  | Team Leader / Manager (Tier 6)   |
| **Grade** / **Salary** | Grade 14 / £54,495 - £57,864 |
| **Reports to**  | Operations Governance Manager   |
| **Financial responsibility**  | Raising the largest of the IT Contracts £5m+ no establishment responsibility  |
| **Supervisory responsibility**  | 3 Direct reports - 3 in team  |
| **Reference number**  |   |

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| **Job Summary**   |
| The Senior Delivery Manager (Operations Governance) is responsible for overseeing the entire lifecycle of IT infrastructure and service contracts, ensuring they meet organisational needs while complying with legal and regulatory requirements.   This role involves reviewing and negotiating contracts, advising IT Operational Managers and Project Managers on the Procurement Act, and ensuring all services remain compliant with the Act. The Senior Delivery Manager works closely with the IT Procurement Category Manager, IT Infrastructure Team, and other IT Operational Managers to develop a roadmap for upcoming contracts and plan for tender, renewal, or extension.   They identify and mitigate potential risks, ensure compliance with company policies and industry standards, manage relationships with vendors and stakeholders, and resolve any disputes that arise during the contract period.   The role will also manage all the Delivery Manager Roles in Operations Governance.  Additionally, they monitor and evaluate contract performance against KPIs and other performance indicators to ensure all parties meet their obligations and the contract delivers the expected value.   The Senior Delivery Manager also assists the Head of IT in managing the budget ahead of year-end, ensuring that commitments are recorded and paid as required.  * Overseeing the entire lifecycle of IT infrastructure and service contracts, ensuring they meet organizational needs while complying with legal and regulatory requirements.
* Advising IT Operational Managers and Project Managers on the Procurement Act, ensuring all services remain compliant with the Act.
* Identifying and mitigating potential risks, ensuring compliance with company policies and industry standards, and resolving any disputes that arise during the contract period.
* Managing relationships with vendors and stakeholders, developing a roadmap for upcoming contracts, and planning for tender, renewal, or extension.
* Monitoring and evaluating contract performance

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| **Specific requirements**  | **Essential** *Mark with* P  | **Desirable** *Mark with* P  |
| Significant experience in contract management, vendor management, and IT service delivery.  | P  |   |
| Familiarity with the Procurement Act and other relevant legal and regulatory requirements.  | P  |   |
| Proven ability to identify and mitigate risks associated with IT contracts and services.  | P  |   |
| Experience in managing relationships with vendors and stakeholders, including developing roadmaps for contracts.  | P  |   |
| Ability to monitor and evaluate contract performance against KPIs and other performance indicators.  | P  |   |
| Experience in assisting with budget management, ensuring commitments are recorded and paid as required.  | P  |   |
| Substantial experience managing teams  | P  |   |
| Knowledge of the challenges and opportunities faced by local government.    |   | P  |
| Experience of working in a political environment    |   | P  |
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| **Working Arrangements**  |
|  * The post is / is notpolitically restricted.
* Contractual base as detailed on contract, but you are able to work on a flexible basis in line with our Agile Working Policy [add link].
* Able to travel across the county and work from various office locations within the county.

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| **Health and Safety at Work [Completed by service lead]**   |
|  All employees have responsibilities for health and safety – both for themselves, colleagues and the people we work with.     The potential significant hazard(s) and risk(s) for this post are identified below (those ticked).     |

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| ​​☐​   | Provision of personal care on a regular basis   | ​​☐​   | Driving HGV or LGV for work   |
| ​​☐​   | Regular manual handling (which includes assisting, manoeuvring, pushing and pulling) of people (including pupils) or objects   | ​​☐​   | Any other frequent driving or prolonged driving at work activities (e.g. long journeys driving own private vehicle or a council vehicle for work purposes)   |
| ​​☐​   | Working at height/ using ladders on a regular/ repetitive basis   | ​​​​ ✓  | Restricted postural change – prolonged sitting   |
| ​​☐​​   | Lone working on a regular basis   | ​​☐​   | Restricted postural change – prolonged standing   |
| ​​☐​   | Night work   | ​​☐​   | Regular/repetitive bending/ squatting/ kneeling/crouching   |
| ​​☐​   | Rotating shift work   | ​​☐​   | Manual cleaning/ domestic duties   |
| ​​☐​   | Working on/ or near a road   | ​​☐​   | Regular work outdoors   |
| ​​✓​   | Significant use of computers (display screen equipment)   | ​​☐​​   | Work with vulnerable children or vulnerable adults   |
| ​​☐​   | Undertaking repetitive tasks   | ​​​☐​​   | Working with challenging behaviours   |
| ​​☐​   | Continual telephone use (call centres)   | ​​☐​   | Regular work with skin irritants/ allergens   |
| ​​☐​   | Work requiring hearing protection (exposure to noise above action levels)   | ​​☐​   | Regular work with respiratory irritants/ allergens (exposure to dust, fumes, chemicals, fibres)   |
| ​​☐​   | Work requiring respirators or masks   | ​​☐​   | Work with vibrating tools/ machinery   |
| ​​☐​   | Work involving food handling   | ​​☐​   | Work with waste, refuse   |
| ​​☐​   | Potential exposure to blood or bodily fluids   | ​​☐​​   | Face-to-face contact with members of the public   |
| ​​☐​   | Other (please specify):    |