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| **ROLE PROFILE: Global Service Delivery Manager** |  |
| Position Title:  | Global Service Delivery Manager  |
| Position ID: | NEW0000514 |

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| **Team** | Technology Services | **Grade** | P4 |
| **Reports To (Title)** | Head of Technology Services Delivery | **Contract Length** | Permanent |
| **Location** | Any existing SCI office location | **Time-zone** | Europe, WCA, ESA, MENAEE Time Zones (UTC/GMT + / - 3 hours) |
| **Languages** | English | **Headcount** | 1 |

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| **Team and Job Purpose** |
| **Team purpose**The purpose of the team is to ensure effective, high-quality, and efficient technology service delivery that aligns with organisational goals. This includes developing strategic visions, monitoring performance, liaising with stakeholders, managing risks, and maintaining service documentation.**Role purpose**The purpose of this role is to ensure efficient and high-quality technology service delivery that aligns with organisational goals, by developing strategic plans, monitoring performance, managing risks, maintaining service documentation, supporting stakeholder communication, and handling escalated incidents. |

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| **Principal Accountabilities** |
| * Develop and execute strategic plans for technology service delivery, ensuring alignment with organisational goals and driving continuous improvement in service quality and efficiency.
* Monitor and report on service delivery performance against defined SLAs and KPIs, implementing quality assurance processes and driving ITIL-based problem management to address and eliminate repeat issues.
* Support effective communication and engagement between IT and business stakeholders, ensuring that service reporting reflects business needs and supports organisational objectives.
* Identify and mitigate risks related to technology services, ensuring compliance with relevant policies, regulations, and industry standards, and maintaining disaster recovery planning for all business-critical applications.
* Develop and maintain service documentation, including service definitions, service catalogues, and work orders, ensuring continuous alignment with organisational and stakeholder needs.
* Act as the intervention manager for escalated incidents, driving timely resolution and minimising service disruptions to ensure operational continuity.
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| **Budget** |
| None |

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| **People Management Responsibility** (direct/indirect reports) |
| Number of people managed in total: NoneManager of a team: NoTeam Manager (manager of multiple teams): No |

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| **Size of Remit** |
| Global |

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| **Travel Requirements** |
| International travel required: YesPercentage of required for travel: 10 |

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| **Key Relationships** |
| **Internal** (excluding direct team and manager)* Senior Functional Management in SCI
* Head of Service Automation & Tooling
* Product Owners
* Product Development Managers
* Senior Application Managers

**External*** Senior Leadership/Management in Members using SCI Technology Services
* Technology Vendors
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| **Competencies** |
| * Cluster: LeadingCompetency: Leading and inspiring othersLevel: AccomplishedBehavioural Indicator: Takes a flexible and positive leadership style adapting to a given situation or to the needs of the team.
* Cluster: LeadingCompetency: Delivering resultsLevel: AccomplishedBehavioural Indicator: Establishes clear and compelling objectives with teams and individuals and monitors progress and performance .
* Cluster: ThinkingCompetency: Problem solving and decision makingLevel: AccomplishedBehavioural Indicator: Makes informed strategic decisions based on full evaluation of the opportunities and risks of each idea and solution.
* Cluster: ThinkingCompetency: Innovating and adaptingLevel: AccomplishedBehavioural Indicator: Anticipates change and adapts their (and their team’s) plans and priorities accordingly .
* Cluster: EngagingCompetency: Communicating with impactLevel: AccomplishedBehavioural Indicator: Adapts communication style to maximise support and engagement .
* Cluster: EngagingCompetency: Working effectively with others Level: AccomplishedBehavioural Indicator: Breaks down silo working and challenges behaviours that are not collaborative .
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| **Experience and Skills** |
| 1. Strategic Planning and Execution with ability to develop, implement, and align technology service strategies with organisational goals, formulating both tactical plans and long-term technology roadmaps to acheive them.
2. Service Delivery Management; Proficient experience in monitoring service performance metrics, such as SLAs and KPIs with capability to employ ITIL-based problem management and quality assurance processes to elevate service standards.
3. Holds self and team accountable for delivering high-quality services and achieving set targets.
4. Risk Management and Compliance; Extensive knowledge of risk identification, mitigation strategies, and compliance with relevant policies, regulations, and industry standards.
5. Strong skills in fostering effective communication between IT and business stakeholders, ensuring service reporting is aligned with business needs, being approachable, valueing diverse inputs, and listening actively to build and maintain effective relationships.
6. Substantial experience in creating and maintaining comprehensive service documentation, including service definitions, catalogues, and work orders whilst developing and encourageing new and innovative solutions to improve processes and service quality continuously.
7. Proficient in acting as intervention manager for escalated incidents, ensuring timely resolution and minimal service disruption whilst demonstrating strong problem-solving abilities and a sense of accountability.
8. Significant experience empowering and leading a diverse team to achieve performance goals, providing the necessary development and mentoring to improve team performance and uphold SCI values.
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| **Education and Qualifications** |
| **Essential*** A degree in Computer Science, Information Technology, or a related field is preferable. Equivalent work experience in a relevant field is also recognised.

**Desirable*** All or another SCI core languages (French, Spanish Arabic)
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| **Safeguarding** |
| We need to keep children and adults safe so our selection process includes rigorous background checks and reflects our commitment to the protection of children and adults from abuse.Level 2: either the post holder will have access to personal data about children and/or young people as part of their work; or the post holder will be working in a ‘regulated’ position (accountant, barrister, solicitor, legal executive); therefore a police check will be required (at ‘standard’ level in the UK or equivalent in other countries). |

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| **Diversity, Equity and Inclusion and Equal Opportunities**  |
| Diversity, Equity and Inclusion is core to our vision, values and global strategy. Save the Children is committed to creating a truly diverse, equitable and inclusive organisation, and one which will support us in our vision to ensure every child attains the right to survival, protection, development, and participation.   We are committed to equal employment opportunities, regardless of gender, sexual orientation, race, colour, ethnic origin, nationality, disability, marital or civil partnership status, gender reassignment, pregnancy and maternity, caring or parental responsibilities, age, or beliefs and religion. We are committed to diversifying our staff to better represent the communities we serve and actively welcome underrepresented groups to apply.  Reasonable adjustments will be made should any candidate invited to interview require this.     |

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| **Version Control and Approval** |
| Version | Date | Author | Reviewer | Approver |
| 1 | 7/31/2024 |  | Narinder | Julian McGovern |