



## Job Description

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Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Service Delivery Lead

**Reporting:** The role reports to the General Manager Digital Experience

**Direct Reports:** NA

### **Objective:**

The Service Delivery Lead is a key role ensuring ICT governance and service levels are maintained for the organisation. Responsible for raising the profile of IT to reliable business partner and innovator, the key objectives of the role are to:

1. Ensure relationships between the organisation and ICT partner/s are fostered, maintained and measured;
2. Improve ICT procedures to provide great customer experience;
3. Implement service delivery framework across ICT Practices;
4. Measure and report on service delivery KPI's;
5. Uplift overall staff experience of ICT across the business.

### **Duties and responsibilities:**

- Establish and refine ICT delivery processes.
- Lead regular service delivery meetings.
- Setup and maintain an ICT risk register.
- Implement a change management process and manage ICT change approvals.
- Monitor and manage ICT partner service levels to ensure that service standards are being met or exceeded.
- Support the development of IT strategies, service management, risk management and solution discovery to the business.
- Provide service delivery reporting to the General Manager Digital Experience.
- Contribute to the technology framework plus ensure work is aligned to the service delivery framework.
- Contribute to strategic and operational planning, drawing together people and operational perspectives to improve outcomes.
- Manage complaints and incidents, escalating matters where areas of concern are identified based on delegations of authority.
- Partner with the General Manager Digital Experience and IT Partner to deliver strategic plans within agreed budget, time, scope and resource constraints.



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- Operate as a collaborative member of the Digital Experience Team to embed Civic's mission, vision, values and manner in the way we work, creating a customer and employee experience-based culture that delivers exceptional value consistent with Civic's brand and strategy.
- Perform ad hoc duties required to ensure the smooth delivery of ICT services to the organisation.
- Promote and build initiative delivery capacity of the organisation through coaching, mentoring, feedback and measurement evaluation.

### Essential Criteria

- Information Technology degree or equivalent experience.
- The ability to look in, under, and outside the box (throw the box out if you like) to identify practical solutions that provide the right support at the right moment.
- Experience managing vendor and customer relationships and resolving issues the needs that meet different parties.
- Experiencing monitoring and maintaining service delivery and making recommendations for improvement.
- The ability to translate complex concepts, policy and legislative requirements into a language and format that others can understand and use.
- A passion for working with others to create an employee experience that allows people to realise their human potential.
- Experience in a business partnering role with responsibility for providing advice, coaching and support across the employee experience would be a huge advantage.
- Experience developing policies, programs, guidance materials and learning relating the employee experience would be a huge advantage.
- Unrestricted Drivers Licence.