

## Position Description

<b>Position Title</b>	Service Delivery Manager
<b>Team</b>	Network Services
<b>Reports to</b>	Service Owner – Network Services
<b>Position Type</b>	Full Time 1.0 (Permanent)
<b>Direct Reports</b>	Nil
<b>Location</b>	Bendigo

### Bendigo Telco

Bendigo Telco was founded in the year 1999 by a group of Central Victorian businesses who recognised the need to challenge the existing regional telecommunications and technology landscape, which had been traditionally dominated by the large telecommunications companies. As such, Bendigo Telco was created to retain capital flows with regional communities, collaborate with businesses to create local technology capability and provide a customer service experience that is not obtainable from other service providers. These motives are as relevant today as they were when Bendigo Telco was established.

### Our Purpose

Customer and Community success – our commitment

### Our Vision

To be your preferred technology partner

### The Position

The Network Services team provides fast, effective and reliable Managed Network Services that support our customers. This team monitors and proactively identifies problems & incidents before they impact our customers' business.

The team is made up of passionate and dedicated professionals who care about our customer and solving their problems. We provide a mix of strategy, implementation and active monitoring that provides our customers with seamless business continuity.

Service Delivery Manager (SDM) is a key role within our Business and is responsible for ensuring we meet or exceed customer expectations via service level agreements

The SDM provides holistic end-to-end service customer relationship and is an imperative to customer advocacy. The Service Delivery Manager will influence the service strategy and will identify ways to ensure continual service improvement.

The SDM will have a positive mindset, be adaptable to change, and be able to inspire confidence while motivating our team to achieve great outcomes. They will be collaborative within their Service Area, across Service Areas and when working with our customers. Critical to the role will be a solid understanding of our Modern Ways of Working.

The SDM will:

- Connect with our customers to make it easier for them to do business
- Support Account Management with the customer to ensure Customers' pain points, requirements and outcomes are understood, expectations are being met and managed appropriately
- Provide guidance, feedback and direction to the Network Services and broader Bendigo Telco teams around

- customer expectations.
- Demonstrate and educate the value of Network Services to customers and Bendigo Telco.
- Determine and work with customers and Bendigo Telco to implement process improvements identified.
- Build strong relationships with key vendors to ensure effective, operational SLAs are established and valuable.

### Duties and responsibilities:

Key Responsibilities	Performance Outcomes
<b>Customer Experience</b>	<ul style="list-style-type: none"> <li>• Actively adopt and promote a culture that ensures that the Customers' Experience is always delivered in a timely and accurate manner.</li> <li>• Working with Service Owner and stakeholders ensuring a customer perspective and to deliver a positive customer experience; focusing on customers' needs to drive behaviours and outcomes.</li> <li>• Commitment to customer satisfaction, measured by % of stakeholders that feel satisfied with the service and outcomes that squads are providing to them.</li> <li>• Ensure service delivery is aligned with our customers' business needs.</li> <li>• Ensure the correct business and customer engagement tools are implemented that support an outstanding Customer experience.</li> <li>• Implement and manage cross business process to maintain product relevance for Customers.</li> <li>• Recognise potential problem areas whilst being proactive in developing solutions and monitoring outcomes for the Customer.</li> <li>• Ensure all communication relating to the Product and service is aligned to Customer experience.</li> </ul>
<b>Systems (Technology and Process)</b>	<ul style="list-style-type: none"> <li>• Accountability for the ITIL process framework (Incident, Problem, Change, Service Orders) ensuring all service teams execute the process to ensure optimum Customer outcomes.</li> <li>• Identify and implement process improvement across all ITIL processes.</li> <li>• Develop standard reporting framework for all service teams to consume, which provides reporting for all relevant customers services.</li> <li>• Develop standard reporting framework for all service teams to consume, which provides reporting for all third-party relationships.</li> <li>• Working through a task, initiative, or project to ensure completion to achieve successful outcomes.</li> <li>• Have visibility of, and act as, an escalation point, as required, for IT Change, Problem, and Incident Management</li> <li>• Manage Return to Service contracts with agreed Vendors.</li> <li>• Build strong relationships with other Bendigo Telco Service Delivery roles to ensure understanding of customer requirements, issues, concerns, and adequate focus and delivery is occurring on agreed activities.</li> <li>• Responsible for generating and assessing reports regarding Service Level Management (SLM) process metrics (KPI's).</li> <li>• Accountable for creation and maintenance of appropriate SLM processes to include implementation of SLAs with supporting underpinning contracts.</li> <li>• Responsible for implementing appropriate Service Improvement Plans.</li> <li>• Develop continuous improvement through analysis of service team performance, supplier performance, technology performance, and</li> </ul>

	<p>customer feedback to ensure value is recognised for the services provided.</p> <ul style="list-style-type: none"> <li>• Ensure that customers are aware and supported during planned and emergency change windows.</li> <li>• Responsible for conducting meetings with Service Owners on a regular basis to discuss service level performance and improvement.</li> <li>• Plan and develop initiatives to ensure continuous service improvement.</li> <li>• Coordination of major incidents which impact customers to ensure a proactive approach to customer engagement.</li> <li>• Assist Business Development and Solutions Designers with knowledge and solution advice.</li> <li>• Drive a culture of process improvement through working within the team.</li> </ul>
<b>Operational Performance and Delivery</b>	<ul style="list-style-type: none"> <li>• All products and features are delivered in an efficient manner with metrics that can be measured to ensure efficiency is delivered and maintained.</li> <li>• Operational services are implemented with effective risk controls to minimise exposure to our business operations.</li> <li>• Support the Service owners in the delivery of service, by providing reporting related to metrics, in alignment with Bendigo Telco's Service Level Agreements and contractual obligations.</li> <li>• Effective Management of all vendors that underpin the operational performance of the given services of the team</li> </ul>
<b>Leadership and Strategy</b>	<ul style="list-style-type: none"> <li>• Build, own and maintain strategic relationships with partners that support the Service Delivery Management framework.</li> <li>• Have visibility of and act as an escalation point as required of all activities between the customer and Bendigo Telco for Service Delivery Management.</li> <li>• Act as the voice of the customer in the operational forums; become a trusted advisor to defined customer group, acting as their single point of contact into Bendigo Telco.</li> <li>• Conduct ITL education on BT processes to ensure all service teams adopt consistent processes.</li> <li>• Build strong relationships with key stakeholders, ensuring effective outcomes are delivered to support new and existing solutions.</li> <li>• Understand key business customer Problem Prioritisation and provide regular feedback to the business.</li> <li>• Develop a visionary strategy, which is aligned to our business strategic framework, that positions the service for the future.</li> <li>• Research and keep abreast of market and industry trends and integrate into strategy where relevant to Service Delivery.</li> <li>• Articulate options as to how to implement strategies.</li> <li>• Embrace and lead new capabilities to support innovation, not just technology</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>• Ensure all work practices are conducted in accordance with all Bendigo Telco compliance requirements; as specified in Bendigo Telco policy, corporate and business unit procedures, and identify and report instances of non-compliance appropriately.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete all risk and compliance training.</li> <li>• Maintain and report on the risk posture of the given service (Security, Competitive landscape, and demographic) &amp; report losses due to any breach of control to the 'Risk and Information Security' chapter.</li> <li>• Role model and coach staff on the value of managing a risk posture with appropriate controls regarding ITIL processes.</li> <li>• Create a culture of raising risks to ensure they are dealt with accordingly</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>• Demonstrate consistent behaviour in accordance with Bendigo Telco Values: Honesty &amp; Integrity, Passion, Fun, and Engagement.</li> </ul>

### Key Performance Indicators:

	<b>Key Performance Indicator:</b>
<b>Customer Experience</b>	<p>Develop Service and Operational Level agreements with Service Owners that align to customer and business expectations.</p> <p>Ensure Service delivery has been delivered in accordance with Business expectations, and agreed Service and Operational Level agreements</p>
<b>Systems (Technology and Process)</b>	<p>Demonstrated growth has occurred over all Service capability areas. Measured by progress through the capability matrix.</p>
<b>Operation Performance and Delivery</b>	<p>Work closely with Service Owners to ensure that the framework for service delivery management operates effectively, with the right capability and capacity, to provide the customer and organisational outcome</p> <ul style="list-style-type: none"> <li>• Appropriately support the management of relationships with relevant Customers, Vendors, Wholesalers, and Supply Partners.</li> <li>• Appropriately support Bendigo Telco in meeting performance objectives for the service including SLA, OLA's and SLT's.</li> </ul> <p>Measure by observational feedback and adherence to Service Delivery Management Framework</p>
<b>Risk</b>	<p>All work practices have been conducted accordance with all Bendigo Telco compliance requirements, as specified in Bendigo Telco policy, corporate and business unit procedures.</p> <p>Any instances of non-compliance have been identified and reported appropriately</p>
<b>Continuous Improvement</b>	<p>Continuous improvement initiatives have been identified, then either designed, implemented or had a plan developed, for implementation that deliver a measurable benefit to the organisation (For example, a process efficiency or cost reduction).</p>

### Key selection criteria

- Strong understanding of both Modern Ways of Working, and traditional project management principles and practices, and the ability to blend them together in the right proportions to fit a project and business environment.
- Demonstrated ability to adapt to change with a positive mindset.
- Demonstrated ability to actively participate in a positive team culture with a high emphasis on collaboration to achieve exceptional business outcomes.
- Highly developed problem solving and decision-making skills.
- Highly developed consulting and customer service skills.
- Hands-on experience in a Service Delivery Management role for a Managed Service.

### Qualifications

- Minimum of 10 years' industry experience preferred.
- Technical degree or equivalent is desirable.
- Current Victorian drivers licence highly desirable.

### Special Requirements

Offers of employment are subject to the candidate undergoing a successful police check

### Authorities

Employee Name \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

Next Level Name \_\_\_\_\_

Next Level Signature \_\_\_\_\_ Date \_\_\_\_\_