

Position Description

Position Title	Service Owner
Team	TBA
Reports to	Executive
Position Type	Full Time 1.0 (Permanent)
Direct Reports	TBA

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 'Service Owner' has end to end accountability for their respective service; including people leadership, coaching and development of staff, development and execution of a service strategy via operational plans, delivery of risk management which is aligned to our group risk appetite and maintaining the service relevance for both the Customer and our Business.

The Product and Services teams are considered a business within our business, which supports the long-term sustainability of our group.

The service owner will also be required to collaborate across our business to ensure successful Customer and Business outcomes.

Not only is it critical for the Service Owner to lead and develop staff but also manage relationships with partners and vendors to ensure the end outcome is being delivered to expectations. This will encompass both the day to day deliverables as well as challenging our future state to grow and develop our business, whilst maintaining Customer success.

Duties and responsibilities:

Key Responsibilities	Performance Outcomes
Customer Experience	<ul style="list-style-type: none"> • Promote a culture to ensure that the customers experience is always delivered in a timely and accurate manner • Ensure the correct business and customer engagement tools are implemented that support an outstanding customer experience • Work with your peers to understand product churn from a customer perspective • Understand customer profiles of existing customer markets and help Business Development function work on new markets for product • Implement and manage cross business process to maintain product relevance for customers • Recognise potential problem areas whilst being proactive in developing solutions and monitoring outcomes for the customer. • Ensure all communication relating to the Product and service is aligned to customer experience
Systems (Technology and Process)	<ul style="list-style-type: none"> • Assist the product development function in the research, evaluation, development, and implementation, of new service products and or features. • Assist Business Development and solutions designers with knowledge and solution advice. • Overall management of all systems and processes for the relevant service, including its health, vitality, and relevance • Enhance and uplift teams' technical knowledge and productivity improvement • Understand the latest industry trends and technology capabilities, If relevant work with product development on products and/or features • Work with core infrastructure teams to maintain the assets, both logical and physical, that support the service • Ensure all assets that are part of the customers service (CPE) are accounted for • Drive a culture of process improvement through way of working within the team • Work with product development function to maintain product currency and work towards minimising technical debt

Key Responsibilities	Performance Outcomes
Operation Performance and Deliver	<ul style="list-style-type: none"> • All products and features are delivered in an efficient manner with metrics that can be measured to ensure efficiency is delivered and maintained. • Supply Channel partners are held accountable for the delivery of effective, relevant, and reliable services with measures and reporting • Operational services are implemented with effective risk controls to minimise expose to our business operations • Delivery of service, including metrics such as performance, information security compliance benchmarks, and uptime, to adhere to Bendigo Telco's Service Level Agreements and contractual obligations. • Effective management of all vendors that underpin the operational performance of the given services
Strategy	<ul style="list-style-type: none"> • Quality of research and advice related to Service team strategies. • Develop a visionary strategy which is aligned to our business strategic framework that positions the service for the future whilst maintaining systems vitality, simplification and managing total cost of ownership • Research and remain abreast of market and industry trends and integrate into strategy where relevant • Articulate options as to how to implement strategies • Embrace and lead new capabilities to support innovation (not just technology)
Risk and Financial Management	<ul style="list-style-type: none"> • Manage all financials associated with the direct cost of goods that underpin the given service • Understand the efficiency of the service to our business • Maintain and report on the risk posture of the given service (Security, Competitive landscape, and demographic) & report losses as a result of any breach of control to the 'Risk and Information Security' function. • Lead and coach staff on the value of managing a risk posture with appropriate controls • Create a culture of raising risks to ensure they are dealt with accordingly (Manage, Mitigate, Eliminate or Accept)

Key Performance Indicators:

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Customer Experience	<p>Provide leadership and governance for all aspects of customer journey relating to service.</p> <ul style="list-style-type: none"> • Create well-defined processes that facilitate end-to-end management of service. • Act as a primary point of escalation and ensure that any relevant SLA's or OLA's are adhered too.
Systems (Technology and Process)	<ul style="list-style-type: none"> • Demonstrate growth and development within area, through automation, business development and employee performance.
Operation Performance and Delivery	<p>Ensure that the service operates effectively with the right capability and identify the need for additional capacity.</p> <ul style="list-style-type: none"> • Manage relationships with relevant vendors, wholesalers and supply partners. • Ensure that BT is meeting performance objectives for the service including, SLA, OLA's and SLT's.
Strategy	<p>Develop and make recommendations of a strategic nature to BT's leadership team relating to service.</p> <ul style="list-style-type: none"> • Implement strategy for service within organisation and review effectiveness.
Leading and Developing Others	<p>Demonstrate & provide leadership and governance over all aspects of service team</p> <ul style="list-style-type: none"> • Develop a culture of teamwork and innovation within the department with a strong focus on cross-skilling and employee development. • Ensure that staff have the skill set required to provide end to end support of the service. • Provide coaching and development to team members, both as a group & individually. • Assist in developing a culture of teamwork and innovation, both within the team and throughout the organisation.

Key selection criteria

- Previous people leadership experience is mandatory
- Proven experience in building and maintaining relationships aligned to our core values and service charter
- Desirable to have experience with delivery methodologies
- Proven experience with solution and/or service delivery utilising an industry framework
- Experience with financial principles that come with operating a business or division
- Organisation Change Management exposure would be an advantage
- Proven experience in communicating both orally and written
- Strategic planning experience and/or desire to learn

Qualifications

- At least 5-10 years' industry experience is mandatory.
- 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	_____