



Service Delivery Manager – Data Services



About Post Office

The Post Office has thrived at the heart of high streets and local communities across the UK for over 370 years. As one of the country's most trusted brands, we take our commitment to providing essential services to customers across the UK very seriously.

We're the UK's largest retail network, as well as the largest financial services provider in the UK, with over 11,600 branches nationwide – more than all of the UK's banks and building societies put together.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. That's why we have a range of over 170 products and services, from personal financial services like banking, insurance, payments and travel money, to telecoms and, of course, mails. And we're improving our online and in store experience for customers. We know that our customers never stop changing, so neither will we.

Securing the future Post Office's future:

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come. This is a uniquely exciting and challenging time for the Post Office – we're shaping the future and creating a business we can all be proud of.

Working at the Post Office:

Post Office colleagues are the driving force behind our business. Whether they are in our branches or supporting from our offices, we are proud of the energy, commitment and customer focus our people all have in common.

All Post Office people are guided by our three values and behaviours, see [Code of Business Standards](#):

We **care** by always **thinking customer**
We strive to make things ever better through **honest challenge**
We **commit** to **decisive deliver**

The basics

Job Title:	<i>Service Delivery Manager – Data Services</i>
Grade:	<i>3B</i>
Post Reports to:	<i>Head of Reference Data Services</i>
Division:	<i>As applicable</i>
Business Unit:	<i>As applicable</i>
Budget Accountability:	<i>£0</i>
Number of Direct Reports:	<i>4</i>
Location:	<i>Chesterfield</i>

The purpose of the role

Post Office drive a high volume of change to horizon through reference data, it is imperative these changes are implemented successfully in a controlled manner. The Data Services Service Delivery Manager is responsible for leading the development team, prioritizing demand and working with key senior stakeholders to ensure smooth delivery of these changes into production.

Principal accountabilities

- Accountable for the overall delivery and release of product reference data changes – All product reference data changes are created by the development team, it is the SDM's responsibility that these changes are delivered without error and the correct governance is in place for each change. Product reference data drives the network's Point of Sale system (currently Horizon) and the POL website plus many other downstream interfaces so it is crucial that this is delivered in a timely and controlled manner into production.
- Lead and line manage the development team – Responsibilities include: escalation point for any risks and/or issues, ensuring the team have the right tools to do their job, processes are in place and effective, encouraging individuals to express ideas and assist them in their personal development, managing the team's skills matrix and succession planning.
- Senior stakeholder management and engagement – Primary contact for Portfolio leads. - The SDM is responsible for ensuring that the businesses projects' priorities are managed in conjunction with the development team's resource plan and skills matrix. The SDM will also need to have a close working relationship with 3rd party suppliers such as Fujitsu.
- Owner of resource Pipeline Capacity plan – In conjunction with the above stakeholder management, the SDM will own the Capacity Plan, update it again in conjunction with the team resource plan and skills matrix and share on a regular basis as agreed with stakeholders. The SDM will chair the weekly meeting with Portfolio Leads across all areas of the business, highlighting any pipeline issues and steering decisions on prioritisation.
- Understand the customers' and Postmasters' needs and know how to track, manage, escalate and communicate at all levels.
- Manage Impact Assessment responses – as part of the Request to Quote process, Data Services must provide a cost, time and effort-based quote.
- Establish and refine delivery processes of product reference data to drive efficiency
- Link in with the test team lead – Establish a professional close working relationship with the test team to ensure smooth delivery of product reference data changes
- Chair Change Advisory Boards – The SDM is responsible for the set up and chairing of the CAB's to ensure that all product reference data changes have been signed off by the appropriate business areas prior to release to allow visibility across the business areas. It is the SDM's responsibility to ensure the correct approvals in place and communicate this.
- Manage monthly revenue forecasting – The SDM is responsible for proactively forecasting and tracking revenue for the Data Services Team.
- Escalation point for issues in the product data team area – both project related and 'business as usual'
- Update Team timesheets for project engagement – The SDM is responsible for ensuring that

project resources submit timesheets to enable cross-charging across the business

- Identify and implement process & service improvements – Responsible for ensuring that processes continue to be fit for purpose and that continuous service improvements are made where required.
- Maintain positive relationships with customers and key stakeholders and drive service review meetings covering performance & improvements
- Responsible for ensuring compliance with any specific legislative, regulatory, or contractual requirements, including all POL policies, such as; the key policies and procedures on Confidentiality, Conflict of Interest, Business Continuity, Data Protection and Equal Opportunities,
- Coach, mentor and develop staff, including overseeing new employee on-boarding and providing career development planning and opportunities.
- Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.

Qualifications, experience and skills

- Qualification in ITIL Practitioner and Service Operations
- Leadership - Motivate and lead their team effectively and to ensure that employees have the knowledge they need to do their jobs well. Encourage others to think for themselves and allow them to express their creative side. Guide teams to focus on the output rather than the process
- Communication Skills - Strong interpersonal skills, ability to communicate with their team and with external and internal senior stakeholders, give clear instructions, set expectations and provide great customer service
- Create and maintain valuable relationships – Stakeholder/customer relationships are key to this role to be able to plan and prioritise
- Computer Skills - The administrative side of this role requires sound computer skills – including all aspects of Office 365, SuccessFactors, MS Project, Visio, MDM and Credence
- Teamwork – Ability to work as a team is crucial to take on tasks during busier periods to help colleagues, and to be of assistance or offer guidance to other members of staff. Know how to build a successful delivery team

Where does this role fit in with the rest of the team?

(Include job titles and grades)

Data Services

