Job Description

Basic Job Information

Job Title	Service Delivery Lead
Brand/Function	Information Technology
Department	IT Service and Operations
Job Grade	E
Location	Blakelands
Role Reports to	Head of IT Service and Operations
Direct Reports	0 – matrix management responsibility
Budget Accountability	Yes – Agreed annually with Director

Job Purpose

The IT Service Delivery Lead will promote a centre of service excellence, working closely with the wider IT team and key business stakeholders, to ensure that internal customer requirements and service expectations are understood and delivered to time.

The IT Service Delivery Lead is accountable for the planning, implementation, control and review of service provision, to enable VWG to meet its strategic objectives. This includes definition, negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational delivery to ensure a best in class service delivery of agreed service levels.

The IT Service Delivery Lead is accountable for all Change Management activities relating to the services they are responsible for, including all release and transition stage gates. Having full budget responsibility for their services they will also be accountable for building and maintaining strategic partnerships with key suppliers to enable auditing of obligations annually.

Key Areas of Responsibility

- Accountable for designing the service delivery strategy to enable VWG to meet its ambitious targets.
- Accountable for managing and measuring a complex environment of supplier services, by ensuring the appropriate contracts have the required controls, defined SLAs, agreed KPIs in place to provision a customer centric service to VWG
- Accountable for developing and maintaining a complex volume of strategic partnerships with IT Service Providers, to ensure as our business continues to mature, that the right levels of service are provisioned appropriately.
- Lead the monitoring and compliance of all external service providers, ensuring that VWG benefit from the services provided and hold suppliers to account that are underperforming or meeting contractual obligations
- Accountable for ensuring the cost, legitimacy and correctness of the services (e.g. internal headquarter cross charging) that VWG UK are billed for
- Create policy and procedures for the operational team to support the provision of consistent IT service to the business according to established KPIs and customer satisfaction levels.
- Accountable for overall assurance and delivery of all incident, problem and continuity processes, including activation testing and development, to ensure they are fit for purpose, providing clear

communication to relevant stakeholders where necessary. This includes being on-call to manage high priority incidents as required.

- Accountable for all Change Management activities relating to the services they are responsible for, including all release and transition stage gates. Ensuring that the appropriate quality gates provide the wider IT teams with the required information output to enable a seamless transition of service for new or amended services into Operational Support in collaboration with other parts of Information Systems, in order to facilitate successful project completion.
- Identify the impact, risk, costs and resource requirements associated with proposed changes. Take any necessary action in order to mitigate any risk to Information Systems operational services.
- Define, implement and maintain a fit for purpose Transition Management process, in line with best practice methodologies and procedures supporting Group IT Portfolio Teams in successfully introducing change into IT Service
- Control the release of new platforms and environments and ensuring they are fit for purpose, and implemented to meet the needs of the business
- Full budget responsibility for the services they are accountable for building and maintaining strategic partnerships with key suppliers to enable auditing of obligations annually.
- To document, maintain and implement effective business continuity plans as appropriate, including the documentation of and liaison with critical IT suppliers to ensure service continuity.
- Ensure that all system outages and issues are appropriately dealt with, managing proactive communications with the business regarding key updates, identifying lessons learnt and ensuring Root Cause Analysis actions are put in place to avoid re-occurrence.
- Accountable for identifying, managing and logging any risks that could have an adverse impact to operational services and ensure that a risk response plan exists and is updated regularly
- Identify and implement service improvement initiatives, including driving cost reductions across all suppliers to enable VWG to meet their P&L targets where defined, and measure the continuing effectiveness.
- Design and deliver accurate reporting against all elements of service delivery so that information is available to key stakeholders and IT senior management.
- Ensure that VWG Software and Licencing is maintained according to company policy.
- Actively engage Portfolio Teams to support business change demand processes, product delivery and product service transition.
- Engage with Infrastructure Architecture, Partner and Service Teams (VW Group and external) to define application service demand supporting delivery of the IT Strategic Portfolio.
- Management of a complex stakeholder environment up to Director level across VWGUK and headquarter functions (Germany) and being able to flex approach and style to deal with different cultures
- Manage complex problems to resolution across fragmented supplier base frequently requiring the ability to operate in an ambiguous environment

Compliance Responsibility

Working Relationships

- IT Senior Leadership Team
- Volkswagen AG peers
- Business Partner Managers, Delivery Managers, Business Leads
- 3rd Party Supplier Teams

Skills

- Extensive experience in IT service management
- Extensive practical experience of leading IT Service Partner teams
- Highly motivated and able deliver strategic objectives

- Able to articulate complex technical information into business facing language
- Excellent time management skills with the ability to manage a complex portfolio with multiple deadlines
- A logical thinker with strong analytical skills
- Culturally aware
- Takes ownership of problems and issues and works proactively to resolve them
- Able to direct large distributed IT Service teams
- Strong stakeholder management skills
- Influences with tact and diplomacy
- Innovative and creative thinking

Experience

- Demonstrated competency in Service Management
- Able to manage a multi budget, complex volume of external suppliers
- Experienced in dealing with both on-shore and off shore service providers
- Experience in customer journey mapping and driving improvement to customer experience
- Creation of contract service schedules and service credit regimes
- Contract Management
- Experience of working for or as part of a large Multinational Organisation

Qualifications

- Numerate and educated to degree level or equivalent professional qualification
- ITIL v4 Foundation Certification
- ITIL v4 Specialist: Create, Deliver & Support
- ITIL v4 Strategist: Direct, Plan & Improve
- ITIL v4 Specialist : Drive Stakeholder Value
- ITIL v4 Specialist : High Velocity IT
- ITIL v4 Leader: Digital and IT Strategy

Career Pathways

- A promotion from this role would be to Head of IT Service and Operations.
- Sideway moves within IT to other disciplines (IT Governance, IT Security, Architecture).

Version Control

Date	Version No.	Reviewed by	Comments/Action
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