Role Description
Service Delivery Manager, Telecommunication Services

Cluster	Transport
Agency	Transport for NSW/Corporate Services
Division/Branch/Unit	Group Information Technology/ IT Infrastructure Services
Location	Macquarie Park, New South Wales
Classification/Grade/Band	TSSM
Senior Executive Work Level Standards	Work Contribution Stream: Professional/Technical/Specialist
Role Number	51020727
ANZSCO Code	135199
PCAT Code	2116192
Date of Approval	January 2020

Agency overview

At Transport, we're passionate about making NSW a better place to live, work and visit. Our vision is to give everyone the freedom to choose how and when they get around, no matter where they live. Right now, we're delivering a $55.6bn program – the largest Australia has ever seen – to keep people and goods moving, connect communities and shape the future of our cities, centres and regions. At Transport, we're also committed to creating a diverse, inclusive and flexible workforce, which reflects the community and the customers we serve.

Our organisation – Transport for NSW – is comprised of nine integrated divisions that focus on achieving community outcomes for the greater good and on putting our customers at the centre and our people at the heart of everything we do.

Corporate Services

We partner to provide sustainable strategies, solutions and services to enable our clients to deliver with confidence, Transport's vision to make NSW a great place to live, work and play.

Primary purpose of the role

The primary purpose of this role is to be the delivery owner for telecommunication services and to ensure that telecommunication suppliers deliver cost efficient and reliable services that meet the needs and expectations of Transport. This role leads the oversight and operational governance of telecommunication service suppliers to ensure compliance with operational service delivery commitments including cross-functional obligations.

Key accountabilities

- Model good leadership to inspire direction and delivery, develop people, and drive change.

- Live the NSW Public Sector and organisational values to achieve outstanding outcomes for the organisation and customers.
- Monitor provision of service by supplier/s to ensure the delivery of high quality outcomes, communicate service delivery issues, understand business requirements and demand for services, and provide input into investment decisions and operational acceptance of new services or changes to existing services.
- Act as a key management and escalation point for service management processes (including supporting the resolution of escalated technical issues for example P1 incidents, providing guidance and approvals for major changes or releases) and provide support for other management processes such as invoice validation, technical evaluations, supplier proposal reviews, and deliverable acceptance. Lead service delivery/operational forums.
- Manage supplier performance through the review of service delivery related reports, escalation of material performance breaches, performance updates, reports and metrics to internal customers, monitoring and review of SLAs and other performance indicators to ensure issues and improvement opportunities are addressed.
- Develop and monitor strategies to promote a customer-focused culture between Transport and supplier/s to ensure continuous improvement in cost efficient and reliable services and monitor customer satisfaction to identify emerging issues and to implement remedial action. Review supplier initiatives and provide input, advice and assistance to develop of business cases.
- Oversight and governance of day-to-day service operations of assigned services and configurations to meet agreed performance targets including delivery ownership responsibilities that span the delivery lifecycle including planning, build, transition, and run.
- Proactively identify and escalate potential risks and contribute to the development of risk management plans, establishment of risk controls and performance of risk mitigation activities to support risk management and awareness as part of the TfNSW culture.

Key challenges

- Managing client expectations and deliver outcomes to agreed targets and timeframes.
- Assess and respond to the impact of changes in the operating environment ensuring a high level of integration with the agency's strategic directions.
- Ensuring technical design and solutions meet TfNSW's requirements whilst providing technical assurance across suppliers in a complex federated organisation undergoing significant business and technology change.

Key relationships

Who	Why
Internal	
Director Network Services	• Escalate issues, keep informed, advise and receive instruction • Provide regular updates on key projects, issues and priorities • Contribute to strategic planning, policy documentation and decision making
Team	• Lead, inspire, motivate, provide direction and manage performance
Suppliers	• Escalate supplier delivery issues, material breaches of contracted service levels, and invoice discrepancies
Application and Project teams (across cluster)	• Act as a key escalation point for delivery issues for both internal and third party supplier issues

Who	Why
	• Lead service delivery/operational forums
Clients/customers	• Provide an escalation point for customers of ITIS Network services for recurrent and material delivery issues
External	
Third Party Suppliers	• Build collaborative working relationships • Communicate Transport initiatives, opportunities and interests • Monitor provision of services to ensure high quality outcomes are delivered • Work together to accurately identify and manage emerging issues and challenges affecting service delivery

Role dimensions

Decision making

As per delegation for the role.

Reporting line

This role reports to the Director Network Services

Direct reports

The number of direct reports to be confirmed

Budget/Expenditure

The budget/expenditure allocation for this role to be confirmed

Knowledge and Experience

Proven experience leading the operational delivery of governance of managed IT services in large, complex organisations, and experience monitoring the provision of services by suppliers including adherence to contracted SLAs and delivery obligations, facilitating the resolution of escalated issues, promoting collaborative relationships, and partnering with suppliers to accurately identify and manage emerging issues and challenges affecting service delivery.

Extensive knowledge of and experience with IT infrastructure services in particular voice, mobile and data network services, and transformation programs consolidating disparate networks into agile software defined networks.

Experience with service consumption patterns, PSTN services, ISDN carriage services, dark fibre, IP VPN, NBN, and wireless technologies.

Essential requirements

Relevant tertiary qualification and/or relevant service management service certification and experience.

Ability to work additional hours outside of normal work hours.

Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role also utilises an occupation specific capability set.

Capability summary

Below is the full list of capabilities and level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	**Adept**
	Manage Self	**Advanced**
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	**Adept**
	Work Collaboratively	**Advanced**
	Influence and Negotiate	Adept
Results	Deliver Results	Adept
	Plan and Prioritise	Adept
	Think and Solve Problems	**Advanced**
	Demonstrate Accountability	**Adept**
Business Enablers	Finance	Intermediate
	Technology	**Advanced**
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	**Manage and Develop People**	**Advanced**
	Inspire Direction and Purpose	Adept
	Optimise Business Outcomes	Adept
	Manage Reform and Change	Intermediate

Occupation / profession specific capabilities		
Capability Set	**Category and Sub-category**	**Level and Code**
	Delivery and operation, Service Design, Availability Management	**Level 5, AVMT**
	Delivery and operation, Service Design, Service Level Management	**Level 5, SLMO**
	Relationships and engagement, Stakeholder management, Supplier management	**Level 5, SUPP**
	Strategy and Architecture, Advice and Guidance, Specialist Advice	**Level 5, TECH**

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Act with Integrity	Adept	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Personal Attributes Manage Self	Advanced	• Act as a professional role model for colleagues, set high personal goals and take pride in their achievement • Actively seek, reflect and act on feedback on own performance • Translate negative feedback into an opportunity to improve • Maintain a high level of personal motivation • Take the initiative and act in a decisive way
Relationships Commit to Customer Service	Adept	• Take responsibility for delivering high quality customer-focused services • Understand customer perspectives and ensure responsiveness to their needs • Identify customer service needs and implement solutions • Find opportunities to co-operate with internal and external parties to improve outcomes for customers • Maintain relationships with key customers in area of expertise • Connect and collaborate with relevant stakeholders within the community

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Relationships Work Collaboratively	Advanced	• Build a culture of respect and understanding across the organisation • Recognise outcomes which resulted from effective collaboration between teams • Build co-operation and overcome barriers to information sharing, communication and collaboration across the organisation and cross-government • Facilitate opportunities to engage and collaborate with external stakeholders to develop joint solutions
Results Think and Solve Problems	Advanced	• Undertake objective, critical analysis to draw accurate conclusions that recognise and manage contextual issues • Work through issues, weigh up alternatives and identify the most effective solutions • Take account of the wider business context when considering options to resolve issues • Explore a range of possibilities and creative alternatives to contribute to systems, process and business improvements • Implement systems and processes that underpin high quality research and analysis
Results Demonstrate Accountability	Adept	• Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Technology	Advanced	• Show commitment to the use of existing and deployment of appropriate new technologies in the workplace • Implement appropriate controls to ensure compliance with information and communications security and use policies • Maintain a level of currency regarding emerging technologies and how they might be applied to support business outcomes • Seek advice from appropriate technical experts to leverage information, communication and other technologies to achieve business outcomes • Implement and monitor appropriate records, information and knowledge management systems protocols and policies
People Management Manage and Develop People	Advanced	• Refine roles and responsibilities over time to achieve better business outcomes

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• Recognise talent, develop team capability and undertake succession planning • Coach and mentor staff and encourage professional development and continuous learning • Provide timely, constructive and objective feedback to staff • Address and resolve team and individual performance issues, including serious unsatisfactory performance, in a timely and effective way • Implement performance development frameworks to align workforce capability with the organisation's current and future priorities and objectives

Occupation specific capability set (Skills Framework for the Information Age – SFIA)

Category and Sub-category	Level and Code	Level Descriptions
Delivery and operation, Service Design, Availability Management	Level 5, AVMT	Provides advice, assistance and leadership associated with the planning, design and improvement of service and component availability, including the investigation of all breaches of availability targets and service non-availability, with the instigation of remedial activities. Plans arrangements for disaster recovery together with supporting processes and manages the testing of such plans.
Delivery and operation, Service Design, Service Level Management	Level 5, SLMO	Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses service delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.
Relationships and engagement, Stakeholder management, Supplier management	Level 5, SUPP	Manages suppliers to meet key performance indicators and agreed targets. Manages implementation of supplier service improvement actions. Use suppliers' expertise to support and inform development roadmaps. Manages operational relationships between suppliers. Ensures potential disputes or conflicts are raised at an early stage, with clear escalation paths for resolving them. Performs bench-marking and makes use of supplier performance data to ensure that supplier performance is properly monitored and regularly reviewed. Identifies constraints and opportunities when negotiating or renegotiating contracts.

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Occupation specific capability set (Skills Framework for the Information Age – SFIA)		
Category and Sub-category	**Level and Code**	**Level Descriptions**
Strategy and Architecture, Advice and Guidance, Specialist Advice	**Level 5, TECH**	Actively maintains recognised expert level knowledge in one or more identifiable specialisms. Provides definitive and expert advice in their specialist area(s). Oversees the provision of specialist advice by others, consolidates expertise from multiple sources, including third party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation.