Team Lead Delivery Assurance & Transition   Position Description

Grade	6.1	**Position number**	
Employment type	Ongoing	**Status**	Full time
Division	Service Delivery	**Direct / indirect reports**	5-10 / 0
Reports to	General Manager Assurance		
Date approved			

About CenITex

Our Vision	To deliver customer focussed ICT services, that support a modern, agile and productive public sector
Our Purpose	CenITex is a key supplier of shared ICT infrastructure providing services and support needed to ensure our customers stay operating and connected 24/7.
Our Values	Our values are the foundation of our culture and guide how we work together: **RESPECT, COURAGE, ACCOUNTABILITY, COLLABORATION, INITIATIVE**

Division Summary

Service Delivery is responsible for the design, build, run and monitoring of services to customers of CenITex. This includes the detail design and development work; the delivery of project work; the provision of a stable production environment; the monitoring of the production environment for customer impacts; a delivery incubator for new services; and ensuring strong delivery assurance across all services being delivered to CenITex customers.

Position Purpose

This position will lead a specialist team that supports the effective transition of new services into the operations environment. It will provide assurance reporting across the service delivery branches, assessing for improvements or change using a best practice quality management service delivery framework.

Key Accountabilities

- Lead and manage a team to deliver effective service outcomes and continuous improvements in the area of delivery assurance and transition.
- Work closely with internal stakeholders and operational teams to ensure support and compliance to an agreed transition framework, including the development, recording, reporting of measures to assess benefit and health of the transition framework.
- Accountable for design and maturity of the Transition and Assurance governance framework including review of existing processes, standards and frameworks, which support the service delivery operational domains.
- Lead development of a continuous improvement framework redesign and developing standards driving efficiencies and improvements, whilst reducing transition overhead and the associate costs.
- Ensure services are delivered to SLAs and CenITex standards to meet customer satisfaction and business needs
- Support productivity and cost efficiencies "year on year" from operations while maintaining service levels and customer satisfaction.
- Provide professional leadership advice, coaching and development to CenITex employees in area of expertise.
- Participate in long-term planning for service requirements and work collaboratively with stakeholders and customers to achieve objectives.
- Effectively manage the business operations of the team (business planning, people, governance, audit and risk, finance and performance).
- Provide strong direction and leadership, ensuring clear objectives, performance measures and targets are in place.
- Foster a culture that appropriately models the vision, values and commitments, ensuring that the safety, development and growth of employees within the team.
- Any other duties as reasonably directed by CenITex.

Key Selection Criteria

1. **Specialist Expertise and Experience**

   Strong technical knowledge and experience working in delivery assurance and transition, and a demonstrated commitment to ongoing development of knowledge.

2. **Leadership Skills**

   Track record in developing and leading high performance technology teams, with proven ability to motivate, inspire and align teams to meet operational priorities.

3. **Service Excellence**

   Dedication to customer service with demonstrated experience in leading and implementing initiatives that deliver improved customer experience.

4. **Communication and Interpersonal Skills**

   Strong communication and interpersonal skills with the ability to build rapport, and credibly communicate at all levels of an organisation.

5. **Business Management**

   Demonstrated ability to develop and drive operational objectives through effective planning and coordination of business functions i.e. ITIL framework, people, finance and performance.

6. **Problem Solving Skills**

   Strong problem solving skills, with proven ability to analyse issues from different perspectives and draw commercially sound recommendations.

Education and Qualifications

- Tertiary qualifications in ICT, Engineering or Business and/or equivalent experience.
- ITIL Certification.

Skills & Competencies

- **Change Management -** Maintains and controls their work group so that it continues to perform over time in changing circumstances
- **Coaching -** Guides and helps others to develop the behaviours critical to the organisation's current and future success
- **Customer Focus -** Provides an end to end customer experience and meets the customer's expectations and needs
- **Innovative Decision-Making -** Makes effective decisions and innovations which make a step change in the performance of their work group.
- **Initiative -** Remains proactive and takes prompt action to accomplish goals
- **Operational Awareness -** Is attentive to the opportunities and threats to the organisation
- **Performance Management -** Ensures the appropriate performance of all direct reports over time
- **Planning and Organising -** Plans own and team's schedules and resources so that their work is completed by the required time.
- **Relationship Building -** Works with suppliers and staff outside their team to create relationships which achieve mutual goals and objectives
- **Results Orientation -** Continuously works towards the goal with high levels of effort to achieve it
- **Self-Development** - Understands own strengths and development areas, and takes action to continually improve behaviour in the work place over the long term
- **Team Work -** Relates with others in their team to achieve the work group's goals over time

Other Relevant Information

- This position is required to be available for core business and after-hours support as required
- This position description is an overview of the role; changes to the position should be expected reflecting changes in organisational goals and objectives, activities or job focus.
- Staff members must comply with policies, procedures, delegations, legislation and other obligations relevant to CenITex.
- In the area of OHS, all staff members are responsible for following reasonable instruction, cooperating with their employer, and at all times taking reasonable care for own health and safety and the health and safety of other people who may be affected by your conduct in the workplace.