

Manager Service Operations

Level 7 – 37.5 hours per week – Information Management & Technology

Business Services Division – Perth Office

Job Description

This position manages information and records management services, service desk, desktop and application support services for Legal Aid WA. It also maintains positive working relationships with vendors and service providers and ensures they meet their obligations.

The position encompasses team management, service management, vendor and contract management and financial management. This includes oversight of budgets, financial performance of information management, technical support services and provides advice and guidance to Legal Aid WA in matters relating to information management and technical support services.

About Legal Aid Western Australia

Legal Aid Western Australia provides information and resources to assist the community with their legal concerns and offers a range of services aimed at target groups or individuals with particular legal problems. Through our regional offices and main office in Perth and working in partnership with private practitioners and other service providers, we are committed to providing equitable access to services, regardless of regional and time constraints.

Assistance is designed to help people resolve their problems at the earliest opportunity, to improve their access to the law, to avoid unnecessary litigation, and to ensure that legal representation is in keeping with community expectations of fairness.

Our Vision, Mission and Values

Vision

Equitable access to justice to support a fair and safe community.

Mission

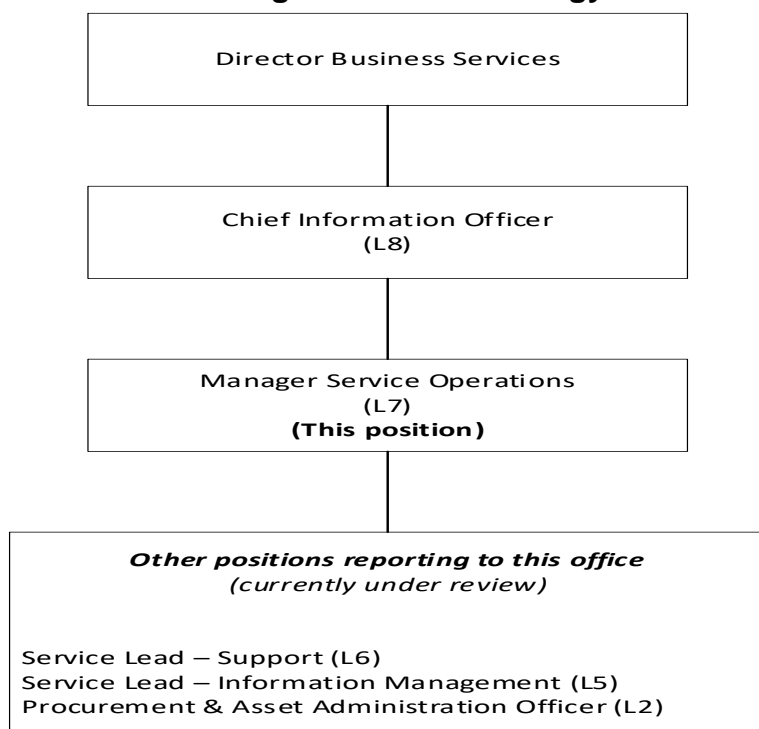
To assist the community by providing quality and timely legal help to those who need our assistance.

Values

- Making a difference: We're committed to helping people understand and protect their rights.
- Client-centred: We put clients at the centre of everything we do.
- Respect: We care about our clients and the community in which we live.
- Innovation: We're committed to continuous improvement

Reporting Relationships

Information Management & Technology



Scope of Duties

Team Management

- Manages the activities of the information management, applications and desktop support, and service desk teams, including supervision of staff and service providers.
- Identifies and prioritises projects or work activities in collaboration with Branch leadership to ensure continuous improvement over time.
- Manages the delivery of work activities or continuous service improvements as required.
- Develops and maintains professional relationships with key business stakeholders and liaises with business areas to ensure that information and technology services are contemporary and designed to meet defined business needs.
- Utilises highly developed leadership and management skills to empower teams and individuals and to provide support that enables the organisation to succeed.

Service Management

- Manages service delivery by ensuring human, physical, technological, information and communication resources are strategically deployed to address needs and maintain sustained service delivery.
- Provides high level advice to executive and senior stakeholders on key Information Technology issues and identifies and mitigates risk within all practices, e.g. information management, service and support, business processes.
- Manages and monitors the performance of vendors and service providers to ensure compliance with agreed service levels and defined processes and procedures, including enforcing contract and compliance clauses and reporting of service delivery.
- Ensures organisational adherence to relevant information management legislation, standards and guidelines.
- Ensures service delivery processes are aligned with the ITIL service delivery framework.

- Ensures standards and procedures are implemented to ensure the continuous improvement of delivery of services as part of a Continuous Service Improvement Program (CSIP).
- Ensures effective monitoring and reporting of service delivery.
- Fosters a customer-oriented approach to the provision of services
- Develops relationships with internal customers to facilitate a customer focused, collaborative and partnership approach to service delivery
- Monitors performance against KPIs, action plans and other targets, taking necessary action to continuously improve performance

Vendor and Contract Management

- Undertakes procurement processes for good and services as required to ensure the best outcomes for Legal Aid WA.
- Advises and supports Legal Aid WA customers in relevant vendor, contract and expenditure management.
- Account management of vendors and service providers.
- Plans for and executes contract, subscription and license, renewals as required.

Finance and Expense Management

- Develops budgets and forecasts for service provision.
- Monitors, manages and approves expenditure by vendors and service providers in accordance with established processes, ensuring expenses are correctly allocated to internal cost centres and projects.
- Ensures vendors and service providers fulfil contractual obligations to review and optimise expenses for the provision of services.

Branch

- Participates as a member of the Information Management and Technology team.
- Contributes to the development of information and technology strategic plans and translates these into Branch level business plans.
- Participates in Division planning activities to identify opportunities for the use of information and technology services to meet corporate objectives.
- Identifies and manages risks within all practices, e.g. information management, service support, change procedures, business processes, etc. in accordance with the Legal Aid WA Risk Management process
- Contributes to the development of policies, standards and procedures, and monitors compliance where relevant.

Other

- Provides specialist advice, principally to the Chief Information Officer, on trending requirements in the business and the feasibility and suitability of proposed solutions
- Actively participates in managing risk and resolving health and safety issues and promoting a safe place of work.
- Represents the Branch and/or manager at meetings as required
- Maintains knowledge of relevant industry standards, trends and practices
- Other duties as required.

Selection Criteria

Only the criteria in bold must be addressed in applicant's written application and resume. These and the remaining selection criteria will be assessed through interview or alternative selection methods.

ESSENTIAL

- **Demonstrated experience and understanding of effective information and records management principles.**
- **Demonstrated experience and ability in implementing and managing customer support services, with a focus on innovation and continuous improvement, developing service metrics and ensuring services are delivered in accordance with agreed service levels.**
- Demonstrated experience and ability in strategic planning, utilising conceptual, analytical and problem-solving skills to develop innovative solutions to unique problems.
- **Demonstrated experience and ability in building positive organisational culture by guiding, coaching and developing people.**
- **Demonstrated experience and ability in building and sustaining productive relationships with a diverse range of internal and external stakeholders, facilitating stakeholder groups, and communicating and effectively influencing and negotiating desired outcomes.**
- Demonstrated experience and ability in managing expenditure, forecasting and budgeting.

ESSENTIAL REQUIRED CORE COMPETENCIES

These are essential criteria for appointment to all Legal Aid WA positions. Refer to the Core Competencies Matrix in the Application Guidelines.

- Committed to the principles of social justice.
- Values people, partnership and teamwork.
- Willingness to learn and share knowledge with others.
- Outcome and service focused.

ESSENTIAL CERTIFICATIONS AND/OR EXPERIENCE

- Possession of a relevant industry or tertiary qualification or demonstrated active progression towards attainment.
- Possession of ITIL Foundation for Service Management certification (v3 minimum).

DESIRABLE QUALIFICATIONS AND LICENSES

- Possession of ITIL Practitioner or ITIL Intermediate level certification.
- Possession of current project management foundation or practitioner certification.
- Minimum of 7 years relevant industry experience

OTHER

- Employees in this position may be required to work outside of core business hours periodically to perform duties which cannot be conducted during this time.
- Employees in this position may be required to undertake intrastate travel by road or air, normally for short periods.
- All appointments to Legal Aid Western Australia are subject to satisfactory National Police History Check and 100 point identification check.