

Position Title:	Service Delivery Manager	Classification Level:	Level 6
Position Number:	Generic 23	Location:	Midland
Reports To:	Senior Manager, Service Delivery, Level 7	Positions Under Control:	2
Branch/Section:	ICT/Service Delivery	Job Families/ Function:	ICT
Business Unit:	Corporate Services	Leadership Context:	Leading Others – People Leader

Business Area Overview

Corporate Services supports the operational business units to fully harness their potential to deliver on Landgate's vision "to fully harness the value of where to power a thriving Western Australia". The Information, Communications and Technology (ICT) branch is responsible for managing the delivery of ICT services with three major areas of focus: governance of the agency's data, technological systems, and applications; support and development of core ICT services; and management of key ICT suppliers on behalf of the agency.

Role Summary

The Service Delivery Manager ensures the efficient operational performance of ICT functions delivered through a portfolio of suppliers and contracts, whilst providing pragmatic advice and consultancy to customers, stakeholders and service providers. The Service Delivery Manager is responsible for ensuring that Landgate receives ICT services as agreed via service level agreements and contractual obligations. They manage relationships with vendors, oversee operational processes and develop strategies to improve service delivery and customer satisfaction.

Responsibilities

- Manages a small team and provide leadership and guidance on daily activities.
- Manages a portfolio of services and understands vendor and supplier obligations as specified in contractual agreements.
- Streamlines service delivery processes through automation and integration across service portfolios and develops a comprehensive service catalogue for their portfolio that outlines available services and their associated service level agreements (SLA's).
- Provides advice and consultancy to customers, stakeholders and service providers on ICT service delivery, ongoing ITIL governance, and continuous improvement.
- Develops strong working relationships with Landgate and ICT vendors and suppliers to understand strategic value and improve services.
- Measures and analyses service performance metrics effectively to identify improvements and remediations.
- Participates in risk and audit identification and management activities and aligns with the relevant approved risk and audit frameworks.
- Contributes to the strategic planning of longer-term branch initiatives and provides project management and policy development that improves business processes, systems, and workplace practices in the team or section
- Manages resource allocation and considers future changes that impact operational functionality, processes and workflows.
- Adheres to Work Health and Safety (WHS) policies and procedures that ensures the safety of staff and customers.

- Acts with integrity at all times, demonstrates behaviours aligned with Landgate's code of ethics and works within relevant policies and procedures, contributing to the accountabilities of the team.
- Performs other duties as directed.

Essential Role Requirements

Expected Behaviours

Landgate has adopted the Public Sector [Leadership Expectations framework](#), and this role sits in the **Leading Others** context. Leadership in this first formal positional leadership context is about motivating and enabling others to deliver high quality work that contributes to the agency.

- **Lead collectively** – You link the work of your team and your domain of expertise to the agency's objectives and can explain this linkage clearly to others.
- **Think through complexity** – You think critically and strategically to solve problems and enhance effectiveness across your team or work area.
- **Dynamically sense the environment** – You continually clarify objectives and provide guidance where necessary.
- **Deliver on high leverage areas** – You identify obstacles early and navigate setbacks as they arise.
- **Build capability** – You clarify your expectations of those in your team; monitor their performance; and support their growth and development through feedback, on the job training, coaching and other opportunities.
- **Embody the spirit of the public service** – You ensure your work practices and those of your team or work area are in accordance with the policies and procedures of your agency.
- **Lead adaptively** – You lead others through changes with strength and understanding, and support those who are challenged by change.

Experience/Qualifications

- A strong understanding of ITIL processes and IT service management.
- Significant experience in managing service delivery of multiple ICT service providers and vendors.
- Knowledge of best practice test management frameworks (ISTQB)
- Significant experience in a technically complex multi-site computing environment.

Desirable Role Requirements

- Possession of, or a progress towards a qualification in a relevant discipline.
- Knowledge of ICT contractual frameworks and their execution.

Appointment Conditions

- National Police Clearance

Reporting Relationships

Reports to:	
Senior Manager Service Delivery, Level 7	Other positions reporting to this position:
	Service Delivery Manager, Level 6 (x2)
This position:	
Service Delivery Manager, Level 6	
	Direct reports:
	Senior Service Delivery Analyst, Level 5
	Service Delivery Analyst, Level 4
	Indirect Reports: Nil

Certification

These details are an accurate statement of the duties, responsibilities and other requirements of the position.

Position Title and Business Unit	Name	Date
P&C Senior Advisor, People Culture and Environment	Sharon McKenzie	04/10/2024
Chief Information Officer, ICT	Hadizah Hallid	04/10/2024

Effective Date: 12 December 2024