

JOB DESCRIPTION

Position Title	Service Delivery Manager		
Position Number	39827	Designation	Band 4/Executive Contract Manager
Reports To (Position Title)	ICT Manager		
Organisational Context			
<p>Territory Generation is a Government Owned Corporation that was formed in 2014 as part of the Northern Territory Government's reforms to the electricity market. We are a Northern Territory Government entity that produces more than 2000GWh of electricity a year using gas, diesel and solar technologies to power Territory towns and cities. Our vision is to safely, reliably and efficiently generate electricity to meet the needs of our customers and to sustainably contribute to the lifestyle and development of the Northern Territory.</p> <p>Our actions, words and behaviours are guided by a core set of Values that form the foundation of everything we do. Our Values are Focus, Integrity, Respect, Safety, and Teamwork. "FIRST"</p>			
People Manager Responsibilities			
<p>As a manager of people you are accountable for coaching, developing and leading your team to achieve agreed objectives which contribute to the shared vision for Territory Generation. You actively demonstrate the organisation's values and hold your team accountable for their performance and behaviour. Key responsibilities :</p>			
Focus	<ul style="list-style-type: none"> • Demonstrates a sound awareness of the Vision and objectives of the Corporation. • Place highest priority on organisational goals and anticipate effects of own area plans, actions and objectives on other departments; • Drive for results – ensure team goals and objectives link back to the organisational objectives and adjust with the needs of the business; • Establish and monitor performance objectives for self and subordinates which support the organisational goals; • Provide timely appropriate feedback on performance. Reinforce efforts and progress and ensure ineffective performance or behaviour is effectively managed; • Remain self-disciplined and calm under pressure, develop realistic timelines and action plans to achieve agreed goals. 		
Integrity	<ul style="list-style-type: none"> • Demonstrate the organisation's values. Help subordinates understand the organisation's vision and values and their importance; • Conduct business in line with the values and high ethical standards – considers values in all business interactions; • Ensures compliance with legal, governance and policy requirements; • Deliver on commitments – where commitments cannot be delivered on, communicates openly and honestly and sets new timelines for delivery. 		
Respect	<ul style="list-style-type: none"> • Actively listen and seek information to understand circumstances, problems, expectations or needs of team mates and subordinates to improve working relationships; • Actively support organisational goals and change initiatives – identify subordinate concerns and address in a timely manner; • Look for opportunities to reinforce and recognise the importance of accomplishment by individuals and teams in supporting the Values through their actions. 		
Safety	<ul style="list-style-type: none"> • Actively promote safe work behaviours to reinforce a positive safety culture; • Ensure safety KPIs are established and achieved in own area; • Challenge unsafe behaviours and recognise good safety behaviours; • Monitor safety performance ensuring team takes ownership of their safety performance. 		
Teamwork	<ul style="list-style-type: none"> • Build positive working relationships within own team and other areas to help achieve team/department goals; • Coach and guide direct team to accomplish work and team objectives by setting specific performance goals and following up as necessary; • Encourages subordinates to be accountable and take responsibility for actions; • Take an active interest in the goals and progress of other departments/areas/teams; • Focus on personal growth and establish development plans to address gaps and which will help the achievement of performance goals. 		

<p>Role Responsibilities</p> <p>The Service Delivery Manager is responsible for providing high level strategic and operational advice on the effective and commercial management of Information Communications Technology (ICT) infrastructure and services to support business efficiency across Territory Generation.</p> <p>Specific Duties include:</p> <ol style="list-style-type: none"> 1) Provide high level input to the development of strategic ICT policies, procedures and practices to provide effective and efficient business and operations systems across Territory Generation 2) Manage the development and implementation of effective ICT service delivery policies and tools to assist in achieving operational effectiveness and enhancing ICT capabilities. 3) Provide leadership and management to multi-disciplinary software integration and service provider teams responsible for the integration of operational ICT services, including the development and provision of relevant systems acceptance and user acceptance testing. 4) Lead and manage the unit's human, financial and technical resources to deliver effective management of business and information management systems across Territory Generation 5) Provide high level input to the Territory Generations strategic ICT infrastructure Plan and Business Plans that support the objectives of the Branch. 6) Contribute to the efficient running of the ICT branch as part of the Branch's management team 7) Ensure the efficiency of current computer based systems is continuously monitored and improved to ensure business performance and data integrity and new systems are implemented as required. 8) Manage the relationship between ICT service providers and Territory Generation including monitoring service provider performance against agreed contracted deliverables ensuring value for money for outsourced ICT services.
<p>Selection Criteria</p>
<p>Essential</p> <ol style="list-style-type: none"> 1) High level strategic leadership and management skills with proven ability to lead and motivate a team in a high pressure, complex environment including business planning, budgeting and management of output performance. 2) Demonstrated ability to lead and manage the development and implementation of effective ICT service delivery policies and tools to assist in achieving operational effectiveness and enhancing ICT capabilities. 3) Ability to develop and retain strong professional working relationships and effectively negotiate with internal stakeholders, external contractors and vendor representatives. 4) Sound ability to pro-actively approach complex and diverse issues strategically, analyse and manage associated risks and effectively negotiate change management to resolve them. 5) A positive and pro-active attitude, results oriented and able to meet deadlines under pressure. 6) Good writing skills to develop documentation and correspondence.
<p>Desirable</p> <p>Territory qualifications in business, information technology, public sector management or similar</p>
<p>Key Internal Relationships</p> <p>General Manager Strategy and Commercial ICT Manager Service Delivery staff ICT Team Employees Business unit Managers Project Manager/Program Managers</p>
<p>Key External Relationships</p> <p>Web Developers Contractors and service providers ICT Technology suppliers ICT steering committee Power and Water / DCIS Legal Providers</p>

No. of Employees Reporting (approx)	Direct: 5	Indirect: 0
--	------------------	--------------------

REVIEW / AUTHORISATION

HR Review:	Rachel Turvey	Date	07/11/2017
ICT Manager:	Stewart Stacey	Date	07/11/2017

Pre-Employment medicals are a requirement for all Territory Generation positions

Northern Territory Government

Information for Applicants	Applications must be limited to a one-page summary sheet and an attached resume/cv. For further information for applicants and example applications see: http://www.nt.gov.au/ocpe
Information about Selected Applicant's Merit	If you accept this position, a summary of your merit (including work history, qualifications, experience, skills, etc.) will be provided to other applicants to enable transparency and understanding of the decision. For further information see: http://www.nt.gov.au/ocpe
Apply Online	https://jobs.nt.gov.au/Home/Application?rtfid=133600
Closing date	28 th January 2018