

Job Description

A Post Details		
Job Title: IT Service Delivery Analyst	Grade: Only state the grade if this an existing role otherwise leave blank	B001
Department: Technology	Division: Select Division	FHQ
Reports to: Technology Service Delivery Manager	Contract Type: Select Contract Type	Perm
Level of Vetting: <b>Non-Police Personnel Vetting</b>	Numbers in Post: 2	
B Purpose of the Post		
<p>The Service Delivery Analyst will support the ITSM function and be responsible for the daily delivery and management Data analysis &amp; monthly statistical reporting. Reporting from data to drive the business forward to improve our productivities, process, procedure, automation and stakeholder management within BTP Technology .</p> <p>Service Improvement initiatives driven from reporting data.</p> <p>Supplier Management, ownership of BAU services and relationship with key suppliers. Collects and reports on supplier performance data. Acts as the routine contact point between organisation and supplier.</p> <p>Proactive management of service improvement reporting and updates.</p> <p>Preparing monthly management reports to present to SLT,</p> <p>The role may also include Force communications required for Incident Management.</p> <p>An escalation point for Service Management functions.</p>		
C Dimensions of the Post		
<ul style="list-style-type: none"> <li>• The Service Delivery Analyst will support the ITSM function by assisting with the administration, analysis, reporting and communications required for all Service Management areas.</li> <li>• They will act as a conduit for Incident Management procedure with the Service Desk, Service Delivery and Technology Support teams in order to run a Technology p1/p2 Service effecting incident.</li> <li>• The Service Delivery Analyst will assist with the delivery of Problem Management by helping identify and record potential Problems and any agreed actions. They will work with the Technology Problem Owners to track progress and communicate any outcomes through to the investigation resolution.</li> <li>• Management Information Reporting is key in providing focus to and assisting our SMT with making informed decisions.</li> <li>• A significant part of this role will be ensuring that all ITSM records are actively maintained and updated in a timely manner in order to meet MI Reporting deadlines.</li> </ul>		
D Principal Accountabilities		
<ul style="list-style-type: none"> <li>• Monitors and reports progress on business readiness targets, business engagement activity, training</li> <li>• design and deployment activities, key operational metrics and return to productivity measures.</li> <li>• Defines the series and sequence of activities to bring stakeholders to the required level of commitment, prior to going live.</li> <li>• Stakeholder relationship management</li> <li>• Collects and uses feedback from customers and stakeholders to help measure effectiveness of</li> <li>• Helps develop and enhance customer and stakeholder relationships.</li> <li>• Implements a communications strategy, including, for example, handling of complaints, problems and</li> </ul>		

- issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information appropriately.
- Problem management - Ensures that appropriate action is taken to anticipate, investigate and resolve problems in systems and services. Ensures that such problems are fully documented within the relevant reporting system(s).
- Coordinates the implementation of agreed remedies and preventative measures.
- Analyses patterns and trends.
- Ensures that incidents and requests are handled according to agreed procedures.
- Ensures that documentation of the supported components is available and in an appropriate form for those providing support.
- Creates and helps maintains support documentation.

#### E Decision Making

- Applies guidelines and procedures that require some interpretation in dealing with exceptions.
- Makes straightforward decisions based on information that is generally adequate.
- Makes decisions involving minor consequence of error.
- Seeks guidance as needed when the situation is unclear.

#### F Contact with Others

- BTP staff of all grades and from all Departments.
- External technology Third party suppliers including DTP, HP, 2E2.
- BTP Senior Management Team (SMT)
- BTP Senior leadership Team (SLT)

#### G Essential Criteria

- Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
- Influence - Influences team and specialist peers internally. Influences customers at account level and suppliers.
- Has some responsibility for the work of others and for the allocation of resources? Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
- Investigates, defines, and resolves complex problems.
- Analytical and systematic approach to problem solving.
- Communicates fluently orally and in writing and can present complex technical information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules, and monitors work to meet time and quality targets and in accordance with relevant legislation and procedures.
- Has a good appreciation of the wider field of information systems, their use in relevant employment areas and how they relate to the business activities of the employer or client.
- Maintains an awareness of developing technologies and their application and takes some responsibility for personal development.

#### Qualifications and Training:

- GCSE or education equivalent. Math's & English.
- ITIL V3/4 Foundation certification or proven experience.
- Office 365 – Good Knowledge and able to demonstrate.

#### Experience:

ITIL V3/4 Service Management Framework, Change Management processes, Incident Management processes, Problem Management, and analytical experience.
<b>Skills:</b>
Report writing, stakeholder engagement, excellent communication - verbal and written, time management, prioritisation, root cause analysis. Proficiency in verbal and written communication skills is essential
<b>Knowledge:</b>
<ul style="list-style-type: none"> <li>• Experience or certification of ITIL V3/4 Service Management.</li> <li>• Change Management process &amp; procedures</li> <li>• Problem Management</li> <li>• Office 365</li> <li>• Proven experience of working with ITSM toolsets</li> <li>• CMDB and Asset management</li> <li>• Power of BI</li> </ul>
<b>Desirable criteria:</b>
<ul style="list-style-type: none"> <li>• Takes steps to perform at the right level in order to achieve their work goals.</li> <li>• Exerts a high level of effort to achieve work to the agreed standards.</li> <li>• Asks for feedback and modifies their own behaviour to improve performance.</li> <li>• Demonstrates an understanding of the link between their own job responsibilities and the organisations overall goals and needs.</li> <li>• Explores and addresses the unidentified, underlying and long-term customer needs.</li> <li>• Enhances customer service delivery systems and processes.</li> <li>• Anticipates customers upcoming needs and concerns.</li> <li>• Advocates on behalf of customers to more senior management, identifying approaches that meet customers' needs as well as those of the organisation.</li> <li>• Applies guidelines and procedures that require some interpretation in dealing with exceptions.</li> <li>• Makes straightforward decisions based on information that is generally adequate.</li> <li>• Makes decisions involving minor consequence of error.</li> <li>• Tailors' communication (e.g. content, style and medium) to diverse audiences.</li> <li>• Utilises skill in presenting information, analysis, ideas and positions in a clear, succinct, accurate, convincing manner, as is appropriate with the audience.</li> <li>• Reads cues from diverse listeners to assess when and how to change planned communication approach to effectively deliver message.</li> <li>• Communicates equally effectively with all organisational levels.</li> <li>• Understands others complex or underlying needs, motivations, emotions or concerns and communicates effectively despite the sensitivity of the situation.</li> <li>• Maintains a sense of purpose, value, and ownership of work.</li> <li>• Tries varied approaches and solutions to resolve a problem.</li> </ul>
<b>H Additional Information</b>
The role is a mix approach of office and home working.
<p><b>For Panel to complete only:</b></p> <p><b>Line Manager Approval:</b> (this is only signed off when the line manager has approved the final version)</p> <p><b>Panel Approval:</b> (this will only be signed off once the job has gone through the Job Evaluation Panel)</p> <p><b>Date:</b> Click or tap to enter a date.</p>

Email the Job Evaluation submission form together with supporting documentation (organisational charts, job descriptions) to [People & Culture Policy & Reward inbox](#)

You will be advised of a panel date following receipt of the submission