

Head of Service Delivery

Department of Education, Sport and Culture

What will you do?

As Head of Service Delivery, you will be responsible for leading DESC's programme of work, service delivery plans and transformation programme.

You will be accountable to the Deputy Chief Executive, and will be responsible for reporting to the Senior Leadership Team and DESC Political Group on the progress and delivery performance of the DESC's service delivery plan and programme of work.

You will need to be professional and credible in delivering to high level individuals as well as a supportive and empowering leader. You will need to be able to work collaboratively, and lead within ambiguity, in order to coordinate and ensure the delivery of transformational change.

You will lead and will be responsible as a Head of Service Delivery for the delivery of all the activity from the DESC service delivery plan, managing the delivery of actions through a mixture of a central or divisional based delivery models, task and finish groups or outsourced delivery.

You will be responsible for establishing a programme of work through the development of Programme Initiation Documents and supporting strategies and plans, within an agreed governance framework applicable holistically to the DESC Change programme.

You will engage and positively influence key stakeholders in DESC and Isle of Man Government, to gain support, input and involvement in delivering the action plan.

You will be **responsible for:**

- Implementing the DESC service delivery plan and programme of works which will be delivered across DESC.
- Defining and implementing a programme governance framework which will provide structure, processes, decision making models and tools for managing the transformation programme.
- Leading and managing the successful delivery of the Programme, ensuring adequate resource is available.
- Leading the alignment of divisional service delivery plans and managing the interdependencies between Divisional priorities and any changes that could affect success.

- Managing the issues and risks from a programme perspective and task and finish groups to manage the effective management of the issues and risks at a project level for successful delivery.
- Leading task and finish groups, defining the responsibilities and reporting arrangements across the programme, co-coordinating reporting from the individual projects.
- Managing, monitoring and reporting on the delivery of the actions, to ensure service delivery and programme plans are on track and deliverables and outcomes are achieved. Providing performance reports to the Senior Leadership Team and Political Group, through the Deputy Chief Executive.
- Providing strategic advice and guidance to the Chief Executive and Deputy Chief Executive and on the successful delivery of the DESC programme of works, to solve problems and overcome barriers that may be hindering the success of the programme.
- Work with the Policy Team in developing DESC policy, the DESC policy hub and to strategically plan future phases of delivery.
- Managing stakeholder relationships through the development and implementation of a stakeholder management strategy, including a comprehensive communication plan, to inform and engage.
- Managing the DESC programme of works to ensure that it strategically aligns to the complex interconnected changes required over the coming decades.
- Integrating effective Programme management in all delivery with the awareness of the behavioural changes required.

What does that involve?

Transformational Leadership

Demonstrating visible commitment to service delivery within DESC - role modelling, inspiring and empowering others working within, providing direction and development, guidance and performance management.

Managing the delivery of the service delivery plan and programme of works within ambiguity, where external factors will influence and change the direction of delivery.

Providing decision making and problem solving support and direction, within the face of this ambiguity.

Engaging all stakeholders and building excellent relationships with them to enable success.

Establishing and Leading the Change Programme

Developing and recommending an effective and best practice governance framework for the DESC delivery, considering the delivery of each action. Influencing across DESC to secure an agreed delivery model for each action.

Reporting to the SLT to ensure that, DESC programme of works is supported and delivered in partnership, ensuring that;

- Actions are delivered within given timescales
- Actions have the required resources for delivery (budget, capacity and skill)
- Policy and decision making is aligned to service delivery

Managing and monitoring performance and progress of actions in order to deliver on their set objectives, facilitating the resolution of any issues within or barriers faced by the work streams and monitoring progress, including through key performance indicators.

Informing the Deputy Chief Executive of the progress of the actions and make recommendations for action in relation to changes where required.

Ensuring the best outcomes for the island are achieved through the delivery of the service delivery plan and programme of works.

Supporting the performance of task and finish groups to ensure delivery on defined responsibilities, addressing issues and informing the Deputy Chief Executive as necessary.

Procedures and Standards

The DESC service delivery plan and programme of works will be run in accordance with suitable programme management standards. This will include the formation of a variety of required documentation to be adhered to by all parties working to deliver the programme.

Developing and implementing the appropriate documentation and framework for delivery.

Ensuring that these documents are drafted and signed off by relevant stakeholders and properly managed, monitored and adhered to.

Executive Support

Leading the progress reporting to each individual/group to ensure they are kept suitably informed of progress, escalating issues where necessary.

Preparing reports and papers to each individual/group and attend meetings as an adviser as required in accordance with the DESC programme of works. You will also prepare an annual progress report to DESC Political Group.

Other duties

Any such duties required by DESC in order to fulfil the DESC service delivery plan.

Safeguarding

The Department of Education, Sport and Culture is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All staff are required to undertake training with regard to the safeguarding and welfare of children and young people and the Department commits to providing this training e.g. via induction, on-line, briefings at staff meetings inset days etc., as appropriate.

All staff have a responsibility for promoting and safeguarding the welfare of children and young persons for whom they are responsible, or with whom they come into contact and to adhere to, and ensure compliance with, the Safeguarding Children Board Child Protection procedures and the school/service's Child Protection Policy at all times. If, in the course of carrying out the duties of the post, the post holder becomes aware of any actual or potential risks to the safety or welfare of children School/Service, they must report any concerns to the designated Safeguarding lead in their area or to the department's Child Protection and Safeguarding Officer.

The contents of this job description may be reviewed and updated as necessary to ensure that it remains accurate and complete. All changes will be made in discussion and with the agreement of the Head of Service or designated Officer.

What do you need to be successful in this role?

	Essential or Desirable	Method of Assessment
Credibility		
Degree or equivalent management/professional qualification	D	CV
Evidence of continued professional development	D	CV
Experience of successfully delivering programmes, projects, reviews or other bespoke pieces of work	E	CV/Interview
Experience of building and enhancing constructive, collaborative relationships and partnerships across a broad spectrum stakeholders	E	CV/Interview
Experience in problem solving and innovation	E	CV/Interview
Experience in preparing clear and constructive reports and briefs	E	CV/Interview
Experience of working to deadlines with a proven track record of delivering results	E	CV/Interview
Experience of supporting or working with high profile individuals	D	CV/Interview
Experience managing a range of resources, including internal, external and specialist staff	E	CV/Interview
Experience of managing change programmes, including organisational and or cultural change	E	CV/Interview
Budgeting and financial management	D	CV/Interview
Has open conversations	E	Interview
Addresses the issues	E	Interview
Builds supportive relationships	E	Interview
Is professional and credible	E	Interview
Capability		
Understanding of the level of change management required to deliver the DESC Change programme	D	CV/Interview
Ability to communicate and engage others (including key stakeholders) effectively	E	CV/Interview
Ability to work with people at different levels, including dealing with difficult circumstances and changing approach to different situations, circumstances and people	E	CV/Interview
Ability to analyse proposals, including wider implications, in order to take a wider view in recommending optimal outcomes	E	CV/Interview
Ability to balance different demands and workloads whilst remaining positive during challenging times	E	CV/Interview

Ability to think strategically, whilst understanding operational issues/detail	E	CV/Interview
Ability to work with autonomy while offering excellent support to DESC staff and other stakeholders	E	CV/Interview
Well organised with a methodical approach to work	E	CV/Interview
Adaptable and able to work with flexibility	E	CV/Interview
Excellent interpersonal and communication skills	E	CV/Interview
Future focused	E	Interview
Makes considered decisions	E	Interview
Encourages innovation and supports change	E	Interview
Character		
Confident and able to challenge and be challenged by others while remaining calm, controlled and productive	E	Interview
Positive attitude, leads change and demonstrates innovation, inspiring others to do the same ensuring achievement of results	E	Interview
Credible and trustworthy	E	Interview
Trust and is trusted	E	Interview
Has positive energy and drive	E	Interview
Inspires, motivates and empowers	E	Interview
Other requirements		
Isle of Man Worker	D	Application/Pre-employment Checks
Flexibility and willingness to work between different locations	E	CV/Interview
Able to have flexibility in working hours	E	CV/Interview