Job description:

# NSA Deputy Service Delivery Manager (full-time)

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| Overview | The postholder will support the Service Delivery Manager (SDM) to provide an effective Service Delivery function on the Scottish National Standardised Assessments (NSA) project, working with colleagues across the consortium and external stakeholders (schools, Scottish Government, Local Authorities).  In doing so, the postholder will need to:   * Establish and manage the Service Delivery (SD) function across multiple project strands (helpdesk, training, reporting) * Manage SD function, monitor usage data, report against Key Performance Indicators (KPIs) * Have experience managing customer-facing teams, using CRM / helpdesk software, reporting * Provide regular reports to senior stakeholders (project team, Scottish Government) |
| Key purpose of the job | * Support the SDM to establish and manage the SD function, working across multiple project strands (helpdesk, training, reporting etc) * This role will be based in AlphaPlus’ Head Office in Manchester |
| Typical project responsibilities | * Liaise with internal project team and external stakeholders to organise and run meetings, provide reports to client * Develop and implement the Service Delivery function across the team * Manage sub-contractors to provide service across the project |
| Typical outputs | * Organise and chair regular meetings to ensure SD function is on target to meet project milestones * Provide regular progress reports against KPIs, set targets and establish Service Level Agreements (SLAs) * Deputise for the SDM as required |
| **Key relationships** | |
| Internal | * AlphaPlus project team, support helpdesk, consortium partners |
| External | * Scottish Government (SG), other stakeholders as required |
| **Resources for which the job holder is accountable** | |
| People | * Internal: Service Delivery Manager, NSA project team, subcontractors, associates * External: SG, Education Scotland, LAs, schools |
| Assets | * Databases containing secure/confidential data (internal – CRM/helpdesk) * Assessment materials – current and new – confidential |
| Budgets | * Project work package budgets relating to SD function |
| **Person specification** | |
| Personal attributes | * Organisation, people management, teamworking, motivation, integrity, adaptability, persuasiveness, determination |
| Professional/ technical competencies | * Project management, people management, stakeholder management, communication, data management, reporting * Strong leadership skills in managing and communication, presentation and negotiation skills and a natural relationship builder and networker * Strong stakeholder and engagement skills * Strategic thinking and effective communicator |
| Relevant experience | * Have experience managing a Service Delivery function across multiple departments/project strands * Have experience engaging with a wide range of stakeholders, at senior management level * Have experience managing, interpreting and reporting on data from technical platforms and customer service function * Desirable - have an understanding of the Gaelic/Scottish education system |