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# JOB DESCRIPTION

**Post:** IT and Digital Support Manager

**Location:** Dundee but will be expected to travel if required

**Responsible to:** Head of Digital Transformation

**Job purpose**

To line manage the day to day activities of the IT and Digital Support Team. Ensuring ongoing focus on improving customer service through process improvement, application performance monitoring, regular contact with customer and third party partner organisations.

Supporting teams and providing an escalation route for complex or challenging customer contacts where appropriate. To introduce and improve processes, policies and procedures to provide an excellent service provision to SSSC colleagues.

**Principal working contacts**

Head of Digital Transformation

IT and Digital Support Team

Operational Management Team

Executive Management Team

External agencies

Service providers

**Key responsibilities**

**Operational Management**

1. Oversee and manage the day to day allocation of activity and regular tasks within the IT and Digital Support Team.
2. Liaise with internal and external stakeholders to gather information and put in place processes to prevent issues.
3. Ensuring up to date knowledge of policies and working practices of the organisation to respond to queries from both internal and external customers.
4. To identify and implement initiatives which improve service levels, support business goals, improve customer satisfaction and team development.
5. Setting and meeting performance targets for service levels, quality, effectiveness and efficiency.
6. To contribute to the production of management information reports for key groups within the organisation, including the EMT, Council and working groups, as required.
7. To lead, contribute to and support IT and business projects from concept to implementation.

**People Management**

1. Support, develop and coach team members through regular one-to-one supervision, development discussion, including identifying training needs and contributing to development opportunities.

2. To inspire and support the team to create a healthy, dynamic work environment where people continuously develop and contribute to the SSSC.

3. Lead in the recruitment of technical colleagues and the implementation of HR policies.

4. Promote consistent and value based working practices in colleagues.

5. Effectively implement staffing policies and procedures.

6. Ensure relevant risks are identified, recorded and managed in a timely and appropriate manner.

**Relationship Management**

1. Develop and maintain close working relationships with stakeholders to identify process and systems improvements which could improve service provision and/or efficiency throughout the organisation.

2. Develop and maintain good working relationships with key suppliers and conduct contract review meetings as required.

3. Demonstrate enthusiasm for delivering excellent customer service.

**Other duties**

The SSSC is a developing organisation and this job description is a broad picture of the post at the date of preparation. It is not an exhaustive list of all possible duties and it must be recognised that jobs will change over time.

Consequently this is not a contractual document and the post holder will be required to carry out any other duties to the equivalent level that are necessary to fulfil the purpose of the job and to respond positively to changing business needs.