Service Delivery Analyst

Basic information

Band: D
Job family: Technical
Terms: Permanent
Location: Cheltenham

Reports to: Service Delivery Manager
Team: Service Assurance/Service Delivery
Business unit: Technology

Role purpose:

The Service Delivery Analyst is responsible for service delivery oversight, service level management, reviewing operational supplier performance reports, and highlighting potential productivity enhancements. They will also escalate incidents and coordinate their resolution.

Key duties and responsibilities:

- Assist the Service Delivery Manager to proactively monitor Core IT Partner (CITP) against SLAs. Responsible for periodic reviews of operational supplier reports on performance.
- Responsible for analysis of delivery of services. Report on repeated service breaches to the IT Supplier Manager, against defined SLAs and other contractual agreements.
- Monitor and report on day-to-day standard service requests into the CITP.
- Produce incident reports, and assist in resolution of service incident problems.
- Collate data for the CITP with regards to the planning, design and improvement of service and component availability, including the investigation of all breaches of service level targets.
- Report on CITPs implementation against agreed Service Improvement Plans (SIPs), and support coordination of proposed actions.
- Monitor and report on compliance of the CITP with regards to quality management, risk management, security policies and procedures.

- Analyse and report on supplier's capacity management processes to identify any capacity issues, specify any required changes, forecast future capacity requirements based on business needs, IT trends, and key business transformation projects.
- Responsible for input into the catalogue of available services, updating it at regular intervals, and recommending inputs based on changes in business requirements or trending analysis. Support the implementation of changes to the service catalogue, including updating entries and communicating major changes to the supplier service catalogues.
- Monitor and report on non-standard requests (via minor enhancements, project route, or by making changes to the contract in conjunction with supplier management). Make recommendations to the Service Delivery Manager of translating repeated non-standard requests into a potential new service offering.
- Assist with the technical delivery of infrastructure components.
- Provide input into the disaster recovery (DR) processes. Responsible for ensuring clear communication between the UCAS Business and CITP, to facilitate business continuity with regards to IT DR processes, ensuring the delivery against the requirements of the IT DR Policy.
- Accountable for overseeing CITPs delivery of complex proving events (DR tests) as part of the overall DR of department or site.
- Maintain close working relationships with CITP Problem Manager/Incident Manager, Knowledge Manager, Capacity Manager, and Continuity Manager, to ensure any service-related issues are identified and reported on.
- Deputise for Service Delivery Manager in their absence.

Stakeholders

Internal:

- operations teams
- marketing teams
- IT teams
- media teams
- other UCAS staff, as required

External:

- Core IT Partner (CITP)

Person specification:

- Excellent communication skills.
- Customer-focused attitude.
- Experience of incident and request management.
- Demonstrable experience of explaining technical issues, to both technical and non-technical audiences.
- Ideally has experience of working in a front-line support, first-line support, or service desk environment.
- Ability to plan and execute basic analysis and/or investigation, with supporting guidance.
- Demonstrates a professional and specialist culture, with a focus on accuracy of output.
- Demonstrates competence across all basic analytical and/or investigative areas, and is developing specialist skills
- Offers advice underpinned by professional knowledge.
- Identifies and interprets a range of information to make judgements.

This role profile sets out the scope and main duties of the post at the date when it was drawn up. Such details may vary from time to time without changing the general character of the post or the level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the level of the post. All UCAS employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility.

Our values in action

Customer – We always look through the customer lens. The logic of the customer is the logic of UCAS.

Commitment – When we commit, we deliver on time, quality, and budget, or we negotiate changed commitments for good reason. We never leave commitments uncovered.

Team – We work collaboratively. When we commit, we commit as an individual and as a team. We strive for and support team success as well as individual success.

Outcomes – We plan and do things to achieve outcomes. We define them, aspire to them, and deliver them.

Agility – We know we need to be agile when we look through the customer lens, when we make commitments, when we work in teams, and strive for the right outcomes.

Extraordinary – We are ambitious for our customers, for UCAS, and for our teams. We want more than ordinary outcomes – we strive to achieve extraordinary outcomes, extraordinary customer focus, and an extraordinary culture of high performance and quality of focus.