

## Position Description

<b>Position:</b>	Service Delivery Manager
<b>Location:</b>	Dunedin
<b>FTE</b>	1.0
<b>Reports To:</b>	Chief Information Officer
<b>Responsible For:</b>	3 x Staff 1 x dotted line

### Overview

WellSouth Primary Health Network has responsibility for the provision of primary health services to approximately 280,000 enrolled patients in Otago and Southland, and contracts with Southern DHB and a number of other health funders. WellSouth is constituted as a charitable trust with a Board of 10 Trustees.

WellSouth works with health care clinicians, health care providers, Iwi and local communities to:

- Coordinate the delivery of regionally consistent high value primary care health services care across Otago and Southland that deliver real benefits to patients and the community through a range of evidence based and clinically proven health programmes.
- Improve access to primary health care for the community.
- Encourage people to take responsibility for their own health.

WellSouth has offices in Wanaka, Alexandra, Invercargill and Dunedin.

### Position Purpose

- Develop and manage an efficient IT service delivery model for our staff
- To manage vendor and stakeholder relationships across the network
- Develop a workplan for executing programs of work aligned with the WellSouth Digital Strategy

### Main Objectives

- Work closely with the WellSouth CIO to assist in executing the WellSouth Digital Strategy
- High performing service delivery model is executed

### Relationships

**Reports to:** Chief Information Officer

**Internal Relationships:**  
WellSouth Senior Managers and Staff

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### **External Relationships:**

District Health Boards  
General Practices  
Ministry of Health  
Other health sector stakeholders and participants  
Software vendors  
Consultants and service providers

### **Treaty of Waitangi**

WellSouth is committed to its obligations under the Treaty of Waitangi. As an employee you are required to give effect to the principles of the Treaty of Waitangi - Partnership, Participation and Protection.

### **Health and Safety**

WellSouth is committed to achieving the highest level of health and safety for its staff. All employees are expected to take initiative and identify, report and resolve issues that may cause harm to themselves or others in the organization. As an employee of WellSouth, the health and safety of clients and colleagues, as well as your own, are your responsibility. You are expected to work safely at all times, and to actively participate in health and safety programs in your area. It is expected that you will report all accidents or potential hazards to your manager.

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### Key Tasks and Accountabilities

The table below provides an overview of the key responsibilities for this position in the form of accountabilities and expected outcomes. The deliverables outlined are included in, but not limited to the role.

KEY TASKS/ACCOUNTABILITIES	KEY FUNCTIONS
1. Service Delivery Management / Development	<ol style="list-style-type: none"><li>1. Overlook the day-to-day operations and support of multiple customers</li><li>2. Take full responsibility of end to end service delivery</li><li>3. Setup and manage the Service Desk</li><li>4. Own the global communications process for Moves, Adds or Changes.</li><li>5. Coordinate between technical team members and WellSouth stakeholders, customers</li><li>6. Participate in weekly and quarterly governance and management meetings to give an update about the ongoing workplan</li><li>7. Responsible for monthly and quarterly reports for operations – tracking project progress, no. of tickets, improvement measures, feedback, etc.</li><li>8. Own key projects from a technical and solution perspective, and in some ways from a business perspective to identify ongoing opportunities and guide business users</li><li>9. Coordinate internal resources and third parties/vendors ensuring the execution of projects</li><li>10. Ensure monthly activities, change requests, etc. are delivered on-time, within scope and within budget</li><li>11. Developing project scopes and objectives, involving all relevant stakeholders and ensuring technical feasibility</li><li>12. Manage the relationship with internal customers and all stakeholders</li><li>13. Perform risk management to minimize project risks</li><li>14. Create and maintain comprehensive project documentation (Ensure staff do this)</li></ol>

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	<ul style="list-style-type: none"> <li>15. Ensure technical staff produce and maintain documentation for the knowledge base</li> <li>16. Manage and own the IT onboarding of new staff</li> <li>17. Manage and own the IT offboarding of leaving staff</li> <li>18. Participate in meetings and conferences with customers and partners to serve as a liaison between multiple SAP organizations</li> <li>19. Use appropriate verification techniques to manage changes in scope, schedule and costs</li> <li>20. Provide technical expertise for resolving escalated issues. Participate in crisis resolution meetings as necessary. Report and escalate to management as needed</li> <li>21. Monitors projects across IT</li> <li>22. Ensure resource availability and allocation for supporting the organisation</li> <li>23. Manage all licensing and renewals through a management platform</li> </ul>
<b>MANDATORY SKILLS</b>	
<ul style="list-style-type: none"> <li>1. 15+ years relevant experience working in a service delivery environment</li> <li>2. Solid functional background, with understanding or hands-on experience service delivery</li> <li>3. Ability to work under pressure</li> <li>4. Passionate individual with ability to work in small start-up type setup, so go getter attitude and ability to scale as per the need, multi-tasking ability is key</li> <li>5. Ability to interact with internal and external customers and able to articulate himself/herself</li> <li>6. Should have worked with multiple customers across all geographies</li> <li>7. Must have good understanding of the ITIL process (Incident / request handling, approval process, Change and Problem Management, Governance &amp; Reporting)</li> <li>8. Proven working experience in the Service Delivery industry</li> <li>9. Excellent client-facing and internal communication skills</li> <li>10. Excellent written, verbal and presentation skills</li> <li>11. Experience engaging with senior leaders (CxO level) on various solutions and business problems</li> </ul>	
<b>DESIRED SKILLS</b>	
<ul style="list-style-type: none"> <li>1. Capable of working flexible hours</li> </ul>	

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2. Team player with the attitude to collaborate and co-ordinate with team members working from multiple global locations
3. Strong technical foundation and problem-solving skills
4. Self-starter with ability to acquire new skills in self-learning mode
5. Leadership, and team-building skills with the ability to interact effectively within all levels across the organization
6. Ability to handle multiple priorities, communicate task status clearly and meet deadlines with minimal supervision
7. Flexibility to travel to customer sites

### FIRST 6 MONTHS

1. Go and meet people and be the conduit for Service Delivery
2. Build a team to support Service Delivery (2 NEW x support staff 2 x Existing)
3. Develop a huddle / standup with Christian, Stephen, Blake and Faustin
4. Evaluate the Outsourced Partner Model (Primary IT and Focus Computers Southland)
5. Evaluate all systems with the mindset of a clean slate
6. Learn all about the systems we use from WellSouth through to General Practice
7. Develop the Customer Journey for WellSouth Our Customers are our People
  - a. Survey our people for a baseline
  - b. Measure Customer Experience
8. Document all current services into a shared document
9. Collate all in-flight projects and populate into Project Management Platform (Trello / TeamWork)
10. Own the Ticketing System
11. Manage the Outsourced Partner (Primary IT, Spark, Vodafone, Focus Computers, Telesmart, 2Degrees)
12. Contribute and manage the Technology Roadmap