UCOL
Te Pae Mātauranga ki te Ao
Universal College of Learning

WHANGANUI founded in
1892

WAIRARAPA founded in
1896

MANAWATŪ founded in
1902

HOROWHENUA founded in
1987

Service Delivery Manager

Kaupapa | Purpose

To oversee the implementation and support of new, upgraded or enhanced IT systems and services, and to ensure the effective and efficient support and operation of IT services, in alignment with UCOL's business objectives and service culture.

Location: Palmerston North

Reports to: Digital Services Manager

Team: Digital

Tō mātou tirohanga roa | Our vision

Whakairohia he toki, tāraia te anamata | Learning with purpose, creating our futures

Tō Mātou Pūtake | Our purpose

Te Pūkenga provides excellent and quality education opportunities that support learners, employers and communities gain the skills, knowledge, and capabilities Aotearoa needs now and for the future. Learners and their whānau are at the centre of all we do.

Tā mātou whakahaerenga | Our Organisation

UCOL's roots began in 1892 in Whanganui, joined by Wairarapa in 1896, Palmerston North in 1902 and Horowhenua in 2017. Adapting to the growing needs of a young nation, UCOL's innovation and agility has a compelling track record.

UCOL in its many forms has been part of the community for more than a century. We are a proud example of a successful Institute of Technology and Polytechnic. We have a rich heritage and much to contribute to the future of vocational learning. UCOL is a valued and essential partner and is known for leading vocational education and training opportunities

Ngā mahi | Do

IT Development and Management

- Proactively manage relationships with Digital customers, to identify requirements and translate these into proposals. The role will manage and balance the expectations of the customers and partners within the availability of kaimahi resource and technology limitations.
- Provide leadership and expertise in the identification, assessment and use of potential IT solutions.
- Develop plans, proposals, business cases and requests in collaboration with and for approval by the Digital Services Manager and Senior Management.
- Manage IT initiatives using appropriate methodologies, to deliver new, upgraded or enhanced systems and services.
- Ensure effective change management practices are followed, to ensure system developments enhance the overall user experience.

IT Operations and Service Management

- Implement, manage and maintain processes, systems and standards to support the provision of IT services.
- Ensure that appropriate technical support capabilities are in place to support and develop IT services.
- Proactively deal with external vendors and contract staff to facilitate the appropriate delivery of services.
- Assist the Digital Services Manager with planning and managing the Digital budgets within delegations.
- Carry out forward planning and analysis for the capacity and performance requirements of IT systems.
- Assist in the development of appropriate IT policies and procedures.
- Regularly report on business as usual and project activities.

Team Management

- Ensure the effective operation of the Service Delivery team in alignment with UCOL's business objectives and service culture. In association with the Digital Services Manager, provide direction and support for daily operational activities of the wider Digital Services team.
- Ensure that the Service Delivery team achieves targets and objectives through effective management.
- Provide direction and decision making within delegated authority.
- Facilitate the professional development of kaimahi, and promote the need for them to maintain technical industry relevancy.

Pūkenga | Have

A relevant tertiary degree.

Significant experience in managing large scale, complex IT systems implementations.

Significant experience in managing a team of technical specialists.

Significant experience in identifying client requirements and translating these into design specifications for new or enhanced systems.

Experience in establishing and maintaining IT service delivery processes.

A strong commitment to providing high-quality, customer-focused IT services.

A focus on implementing best practice methodologies and processes.

Proven analysis and problem solving skills.

Excellent customer service relationship skills.

High level or written and oral communication and interpersonal skills.

High level of organisational skills.

Self-directed and output focused.

Ability to demonstrate customer service standards and behaviours that deliver superior service.

Takes a positive approach to change and challenges and proactive in solving problems.

Standard clauses

Health and Safety Clause (all Kaimahi)

Be accountable for ensuring the health and safety of your team in accordance with the Health and Safety at Work Act 2015, UCOL's policies and relevant regulations. You must lead by example in promoting a safe working environment, ensuring that all health and safety procedures are followed, and that hazards are identified and addressed promptly. This includes conducting regular risk assessments, ensuring your team receives necessary health and safety training, and that equipment and PPE are used correctly. You are also responsible for promptly reporting and investigating any incidents, accidents, or near misses, and implementing corrective actions as needed. Encouraging active participation and communication regarding health and safety issues within your team is essential.

At Te Pūkenga, all roles hold collective responsibility for delivery of our Te Pūkenga competencies. As it applies to this position you are required to give effect to:

Te Tiriti o Waitangi. Through our developing understanding of our obligations and our connection with Te Tiriti as both individuals and as an organisation.

Ākonga at the Centre. Through prioritizing the experience, wellbeing, and success of our ākonga in our decision-making process.

Equity. Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet mees of Māori, Pacifica and disabled ākonga and their whanau.

Vocational Education and Training Excellence. Through quality provision for all ākonga, meeting the regional needs of employers and communities.

Ngā Uara | Our Values

Whanaungatanga | Relationships

Connecting with people and establishing meaningful relationships built on trust and integrity is vital. Great relationships result in collaboration, partnerships and unity. At UCOL, we embrace diversity and inclusivity for all people.

Kia eke panuku, eke Tangaroa | Excellence

Everywhere we look at UCOL we seek innovation and quality that defines us as a high performing institute. We strive for excellence in our programmes, our teaching methods, our resources and systems and processes. We want to see people excelling at what they do and are proud of what we achieve.

Te huringa tangata | Transformation

Transformation requires inspiration, and bold, courageous behaviour. We take pride in being a part of the transformation that occurs in our students as they become successful graduates and alumni. UCOL is always looking at fresh ideas.

Kia kakamā | Agility

Agility is about us working in many different ways, being adaptable and agile in the way we work with others. Through engagement, empowerment and innovation we develop deeper understanding and discover new ways of achieving our goals.

Ngā Hononga Mahi | Working relationships

Functional Relationships

Internal:

Digital Services Team, Facilities Management Team, People and Culture Team and other internal stakeholders.

External:

External suppliers, vendors and outsourced resource providers, as necessary.

Resource delegations and responsibilities:

Direct reports – (7)