Manager Service Hub

Position Details

Reports to: Head of Service Experience	**Location:** ICT Service Centre (ICTSC)
District/Service Centre: ICT Service Centre (ICTSC)	**Shift work/non shift work:** Non shift work
Group: Service Delivery	**Remuneration range:** Grade 21
PHPF Level Purpose: Leader/Manager	**Employee Type:** Police Employee
Direct reports: 5-8	**Delegated Financial Authority:** N/A

Context

New Zealand Police is the lead agency responsible for reducing crime and enhancing community safety. We work in partnership with individuals, communities, businesses and other public sector agencies to achieve our vision of Safer Communities Together.

Information and Communications Technology Service Centre

When it comes to protecting the community, service is everything. At the New Zealand Police, we're leading the world in using technology to ensure that our service to the New Zealand public is all it can and should be. By doing this we provide the right technology in the right way to support Police operations and strategies.

The ICT function within Police is delivered by the Information and Communications Technology Service Centre Group (ICT) and consists of the following teams, working together collegially to deliver on the performance expected by a modern policing operation:

- *Business Enablement* whose mission is to align ICT to Police strategy, resources and market capability.
- *Service Operations* whose mission is to ensure that ICT services work for Police operations.
- *Information Management and Assurance* whose mission is to balance opportunities and risks.
- *Technology Development* whose mission is to deliver solutions that meet Police's operational needs.

The Service Operations Group

The Service Operations Group is the centre for service delivery for Police Users and is responsible for the end to end provisioning, performance and availability of the services. It consists of 3 main functional areas; Service Experience, Technology Operations and District Services.

The Group's main functions are to optimise the end to end service experience for our users (internal and external) by providing management of the ICT Service Hub, Level 2 Specialist Support and District Operational Services, to centrally task and deploy the appropriately skilled service personnel to the correct prioritised job at the correct time.

In addition the Service Operations Group provides Incident, Change, Release and Problem Management to optimise the performance and availability of services by driving a continuous improvement culture.

Service Experience – Service Desk

The purpose of the Service Desk team is to act as the first interaction point for all Police Users of ICT capabilities. This is achieved through a manned Service Desk (Call Centre) jointly operated from the Police College and Auckland.

Purpose

The purpose of the Service Delivery group is to transform our service to deliver Our Business.

To support the delivery of these outcomes the Manager Service Hub will ensure that the service response from the Hub is professional, effective and drives the end to end service level performance to meet agreed service levels for Police.

The Service Desk Manager is responsible for the management of the service provided by all Service Responder groups internal and external against agreed service levels, as well as ensuring cohesion between the Hub and problem, change, release and incident processes to maximise the performance and availability of services provided to our Police Colleagues.

The purpose of leadership in this role is to lead the tactics for Our Business and enable our people to deliver them.

Accountabilities

1. Look after our people

- Understand the hazards faced by the team and enable them to eliminate or minimise the associated risk.
- Ensure all team accidents, incidents and near misses re reported, investigated and endorsed in MyPolice.
- Proactively manage employee return to work programmes where required.
- Actively encourage and enable Wellness and Safety initiatives and training.

2. Service delivery

- Establishes, manages and leads a professional customer focused Service Desk to provide users with a positive service experience.
- Develops, implements and leads a continuous improvement culture within the ICTSC Service Hub and our support partners - internal and external.
- Ensures tasking coordination and resource deployment with the correct priority and skill-set across all support groups.
- Ensures that the Service Desk provides end to end ownership of all user issues raised through the Service Desk.
- Ensures appropriate management of all major service incidents.
- Ensures incidents and service requests are managed effectively to Service Level Agreements (SLAs) with all support groups, including user communication.
- Provides problem management that measures, monitors and drives initiatives to provide long term solutions to user issues.
- Ensures end to end management of the change and release management lifecycle to a successful conclusion that minimises disruption to user services.
- Ensures Service Desk knowledge management tools and practices assists the provision of timely and appropriate service response.
- Conducts and manages regular customer surveys and ensures appropriate response to issues identified.
- Participates in the drafting, monitoring and control of service level agreements with support partners and Service Delivery Managers.
- Assists in establishing and maintaining a complete Service Catalogue for all services provided by ICTSC.
- Establishes key performance indicators and reporting to drive the behaviour to optimise the service experience for users.

3. Risk management

- Understands the organisation's approach to risk management and applies it successfully to identify and manage strategic risks.
- Identifies risk to the service experience for users and manages appropriately.

4. Contract management

- Meets regularly with service delivery managers and vendors providing ICT products and services, to ensure that agreed service levels are met.
- Collaborates with ICTSC vendor management in the provision of contract negotiation with external suppliers.
- Negotiates Service Level Agreements with service delivery managers and service providers, in collaboration with other ICTSC managers.

5. Financial management

- Tracks and reports budgetary spending to meet the service financial KPIs.
- Provides accurate forecasts for the current financial year, and in planning for future financial years.
- Ensures that correct time recording is undertaken against the budget set for the team/project.

6. Strategy development

- Contributes to the development and maintenance of the Police ISSP.
- Provides advice to the Head of Service Experience on the ongoing strategic direction for their environment.
- Maintains an understanding of emerging and underlying long term needs of client groups, and develops strategies to meet the needs of client groups.

7. Team leadership and management

- Leads, manages and motivates the team to ensure team and individual performance levels consistently meet service levels.
- Provides tactical and strategic guidance to the team, ensuring they are informed of any changes which could potentially impact customer support.
- Builds a service delivery culture that helps staff to perform their roles, and continually looks to improve the end to end service experience.
- Ensures a healthy and safe work environment.
- Provides appropriate communication to the team on all areas affecting the service experience.

8. General management

- Contributes to Police objectives as a member of the service delivery organisation
- Supports and explains decisions made by Police Executive in all relevant forums and discussions.
- Acts as a source of expert information and advice for internal and 3rd party support services across Police and ICTSC.
- Fosters a safe environment by integrating safety and health into all aspects of work practices and places of work.
- Ensures that key concepts of quality customer service, Maori responsiveness, partnerships, equal employment opportunities and community orientated policing are adhered to in all projects and initiatives.

9. Skills

Skill	Skill Description	Level Description
Customer Service Support (CSMG)	The management and operation of one or more customer service or service desk functions. Acting as a point of contact to support service users and customers reporting issues, requesting information, access, or other services.	Level 5: Ensures that the inventory of components to be supported is complete and current. Drafts and maintains policy, standards and procedures for the customer service or service desk functions. Responsible for day-to-day management and work allocation to meet agreed service levels. Specifies, agrees and applies standards. Ensures that tracking and monitoring of performance is carried out, metrics and reports are analysed, and issues are resolved.
Service Level Management (SLMO)	The planning, implementation, control, review and audit of service provision, to meet customer business requirements. This includes negotiation, implementation and monitoring of service level agreements, and the ongoing management of operational facilities to provide the agreed levels of service, seeking continually and proactively to improve service delivery and sustainability targets.	Level 5: Ensures that service delivery meets agreed service levels. Creates and maintains a catalogue of available services. In consultation with the customer negotiates service level requirements and agrees service levels. Diagnoses delivery problems and initiates actions to maintain or improve levels of service. Establishes and maintains operational methods, procedures and facilities in assigned area of responsibility and reviews them regularly for effectiveness and efficiency.
Relationship Management (RLMT)	The identification, analysis, management and monitoring of relationships with and between stakeholders. (Stakeholders are individuals, groups, or organisations who may affect, be affected by, or perceive themselves to be affected by decisions, activities and outcomes related to products, services or changes to products and services). The clarification of mutual needs and commitments through consultation and consideration of impacts. For example, the coordination of all promotional activities to one or more clients to achieve satisfaction for the client and an acceptable return for the supplier; assistance to the client to ensure that maximum benefit is gained from products and services supplied.	Level 4: Implements stakeholder engagement/ communications plans, including, for example; handling of complaints; problems and issues; managing resolutions; corrective actions and lessons learned; collection and dissemination of relevant information. Uses feedback from customers and stakeholders to help measure effectiveness of stakeholder management. Helps develop and enhance customer and stakeholder relationships.
Service Acceptance (SEAC)	The achievement of formal confirmation that service acceptance criteria have been met, and that the service provider is ready to operate the new service when it has been deployed. (Service acceptance	Level 5: Engages with technical design and project managers or Project Management Office, to ensure correct products are produced, in a timely fashion. Evaluates the quality of

	criteria are used to ensure that a service meets the defined service requirements, including functionality, operational support, performance and quality requirements).	project outputs against agreed service acceptance criteria.
Performance Management (PEMT)	The optimisation of performance of people, including determination of capabilities, integration into teams, allocation of tasks, direction, support, guidance, motivation, and management of performance.	Level 5: Manages individuals and groups. Allocates responsibilities and/or packages of work. Provides support and guidance as required, in line with individuals' abilities. Delegates responsibilities as appropriate. Advises individuals on career paths, and encourages pro-active development of skills and capabilities. Sets performance targets, and monitors progress against agreed quality and performance criteria. Provides effective feedback, throughout the performance management cycle, to ensure optimum performance. Mentors individuals, possibly within other parts of the organisation. Participates, as appropriate, in formal processes such as compensation negotiations and disciplinary procedures.

10. Relationship management

- Develops and maintains effective working relationships with all individuals and groups impacting the service experience delivered to users.
- Manages the delivery of support services from support groups to agreed levels to achieve service objectives.
- Builds service relationships with users, and attends reviews of performance, service improvements and issues.
- The successful applicant can expect to build and maintain relationships across many Government Agencies and external vendors. Critical relationships this role may influence include:

- New Zealand Police Executive
- District Commanders
- National Managers
- Royal New Zealand Police College
- Spark and Vodafone
- DIA, GCSB and NZ Emergency Services

Additional Requirements

For selection purposes, candidate suitability will be considered in relation to:

1. potential to perform well in the position, given a reasonable period of time for familiarisation and/or training.
2. personal attributes and temperament relevant to the position.
3. general health which will allow for the performance of all duties and functions of the position (for constabulary employees a current PCT is an indicator of general health).

Pre-Employment Checks

- No core Children's Worker security check is required