

ROLE DESCRIPTION

Job Title:	IT Service Delivery Specialist	Role Holder:	
ReportingLine(s):	Head of IT Service Delivery	Base Location:	London

Purpose

The role will be responsible for ensuring high-quality delivery of IT services, managing incidents, resolving problems, and maintaining the Configuration Management Database (CMDB). This role requires a proactive approach to service management, in-depth technical knowledge, and a commitment to continual service improvement to meet business needs and enhance the overall IT service experience. The role will also deputise where required for the Head of IT Service Delivery.

Specific Responsibilities

Service Delivery and Support

- Manage and oversee the day-to-day delivery of IT services to meet service level agreements (SLAs) and exceed customer expectations.
- Act as a primary contact for service-related issues, incidents, and escalations, ensuring prompt and effective resolution.

Incident and Problem Management

- Lead incident management processes, including identifying, logging, categorizing, and prioritizing incidents.
- Coordinate and drive root cause analysis for recurring issues, ensuring long-term solutions through effective problem management practices.
- Establish and maintain incident response and escalation processes, minimizing the impact on business operations.
- Develop post-incident reports and contribute to continuous improvement by recommending preventative measures.

Configuration Management Database (CMDB)

- Maintain and enhance the CMDB to ensure accurate tracking of all IT assets, configurations, and dependencies.
- Oversee CMDB data accuracy by performing regular audits and ensuring proper classification of assets and configurations.
- Work closely with IT teams to ensure smooth integration of CMDB processes with other ITIL processes, including incident and change management.

Continuous Improvement and Documentation

- Identify opportunities to improve service delivery processes and contribute to the design and implementation of enhanced workflows and best practices.
- Create and maintain detailed documentation for incident and problem management processes,

CMDB workflows, and other relevant procedures.

- Support IT service management initiatives and participate in process reviews and optimization projects.

Collaboration and Communication

- Collaborate with cross-functional IT teams, ensuring alignment and consistent service delivery across departments.
- Communicate effectively with stakeholders, providing regular updates on incident resolution, problem management activities, and CMDB improvements.
- Conduct training sessions for team members on best practices in service delivery, incident management, and CMDB maintenance.

Change Enablement

- Act as a primary contact for queries relating to the change process.
- Serve as deputy manager of the Change Advisory Board, ensuring that Changes are approved in line with policy in the absence of the Head of IT Service Delivery.

Specific Skills & Experience

- A positive, proactive, and customer-focused attitude, with the ability to deliver high-quality, timely, and customer-focused support services.
- Strong knowledge and experience in IT service management, ITIL, and IT service delivery methodologies and tools
- Vast experience in IT service delivery, with a focus on incident and problem management and hands-on CMDB management.
- ITIL Foundation certification is required; ITIL Intermediate or higher preferred.
- Proficient in ITSM tools (e.g., ServiceNow) for incident, change and problem management.
- Strong experience with CMDB administration, data integrity practices, and asset configuration.
- Excellent organisational, planning, and time management skills, with the ability to prioritise and manage multiple tasks and deadlines.
- Excellent attention to detail, quality, and accuracy, with the ability to adhere to the IT service standards and best practices.
- Excellent communication skills, with the ability to explain complex technical issues to non-technical stakeholders.
- Ability to work well under pressure and manage multiple tasks in a fast-paced environment.
- Strong analytical and problem-solving skills.

The Lancashire Way

At Lancashire, we believe our culture sets us apart. The way we behave and approach our work day-to-day is what makes us unique and creates a positive experience for our people, business partners and other stakeholders. Honesty and integrity in all we do is a given and The Lancashire Way reflects our true character and spirit.

Our mindset	Our actions
Straight talking	We feel empowered to share thoughts and ideas, because everyone's voice matters
Collaborative	We work together towards common goals, share knowledge and support each other.
Hard working	We all have a stake in the company's success and are proactive in contributing to our goals and vision
Responsible	We focus on achieving tangible results with consistent standards across the Group.
Positive	We engage with brokers, clients, communities, stakeholders and colleagues professionally and passionately as proud ambassadors of Lancashire.