

Job Description: IT Service Delivery Manager

Reports to: Head of IT Services

Location: Portfolio-based; multi-site working required

Contract: Permanent

Pattern: Full Time (37.5 hours per week)

Salary: Competitive depending on experience

About the role:

The Service Delivery Manager provides strategic leadership for the governance, performance and continual improvement of IT services across a portfolio of schools. Through strong leadership, stakeholder engagement and service governance, the role ensures technology services enable teaching, learning and business operations whilst continually evolving to meet the changing needs of Ark and its schools.

Working closely with Cluster IT Managers, Central IT teams, school leaders and strategic service partners, the role provides leadership, assurance and direction across all aspects of IT service delivery. The Service Delivery Manager is accountable for strengthening service performance, stakeholder confidence and operational maturity across their portfolio.

This role develops high-performing Cluster IT Managers and future service leaders; governs the performance and value delivered by service partners; and ensures strategic technology initiatives are successfully transitioned into sustainable live service.

Success is measured not only by operational performance, but by the confidence schools have in the IT service, the strength of stakeholder relationships, the maturity of service delivery practices, and the ability to deliver measurable improvement.

Key Responsibilities:

- Lead the governance of IT service delivery across multiple clusters, ensuring a consistent, customer-focused experience for schools and central services
- Monitor, review and govern performance through agreed Service Level Agreements (SLAs), Key Performance Indicators (KPIs) and customer satisfaction measures
- Provide leadership and assurance during major incidents, service disruptions and high-priority escalations, ensuring risks are managed and communication is clear and timely
- Champion continual service improvement, using operational insight, stakeholder feedback and performance data to deliver measurable improvements
- Build and maintain trusted relationships with Headteachers, School Business Managers, senior school leaders and central service teams, acting as a strategic representative for Ark IT
- Champion the voice of the customer, using stakeholder feedback to influence service improvement, investment decisions and future service development
- Lead, coach and support Cluster IT Managers, creating an environment that encourages accountability, collaboration and professional growth
- Set clear expectations for service delivery, leadership behaviours and operational performance, ensuring consistency across assigned clusters

- Govern supplier performance through regular service reviews, ensuring contractual obligations, service levels and KPIs are consistently achieved
- Hold service partners accountable for the quality, performance and improvement of the services they provide, challenging constructively where standards are not met
- Lead the operational delivery of strategic technology initiatives, ensuring change is effectively planned, communicated and successfully adopted across assigned schools
- Drive continual service improvement, identifying opportunities to enhance service quality, customer experience and operational performance
- Monitor and analyse service performance, identifying trends, risks and opportunities that support informed operational and strategic decisions
- Contribute to financial planning and budget management by providing operational insight, forecasting demand and identifying future resource requirements
- Champion a One IT approach, ensuring all teams work together to deliver a consistent, seamless and customer-focused experience for every school

Person Specification: IT Service Delivery Manager

Qualifications

- ITIL 4 Managing Professional, Strategic Leader or equivalent IT Service Management qualification
- Prince2, Agile or another recognised project or change management qualification

Knowledge & Skills

- Proven experience leading and developing operational managers within an IT Service Management environment
- Strong understanding of IT Service Management principles and best practice
- Experience governing service performance through SLAs, KPIs, customer satisfaction and continual service improvement
- Ability to balance operational priorities with strategic objectives and organisational outcomes
- Experience leading major incidents, high-priority escalations and service recovery activities
- Excellent communication and relationship-building skills, with the ability to influence senior stakeholders
- Experience governing third-party suppliers and strategic service partners
- Strong analytical and problem-solving skills, with the ability to make informed, evidence-based decisions
- Knowledge of IT governance, risk management and information security principles

Personal Qualities

- Ability to inspire, coach and develop high-performing teams through effective leadership and mentoring
- Demonstrates integrity, professionalism and accountability in all aspects of leadership
- Creates an inclusive, collaborative and customer-focused culture

Other

- Right to work in the UK
- Commitment to equality of opportunity and the safeguarding and welfare of all students
- Willingness to undertake training
- This post is subject to an enhanced DBS check

Ark is committed to safeguarding and promoting the welfare of children and young people in its academies. In order to meet this responsibility, its academies follow a rigorous selection process to discourage and screen out unsuitable applicants.

Ark requires all employees to undertake an enhanced DBS check. You are required, before appointment, to disclose any unspent conviction, cautions, reprimands or warnings under the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975. Non-disclosure may lead to termination of employment. However, disclosure of a criminal background will not necessarily debar you from employment - this will depend upon the nature of the offence(s) and when they occurred. To read more about Ark's safer recruitment process, please click this [link](#).

We aim to build a diverse and inclusive organisation where everyone – staff and students – can do their best work and achieve their full potential. We want to reflect and represent diverse perspectives across our organisation because we know that doing so will make us stronger and more effective. To know more about Ark's diversity and inclusion commitments, please click on this [link](#).