Role Description
Service Delivery Manager

Role Description Fields	Details
Cluster	NSW Health
Agency	eHealth NSW
Award	Health Managers (State) Award
Classification/Grade	Health Manager Level 4
Employment Status	permanent/temporary – full time/part time
Location	Chatswood / St Leonards / Charlestown
Directorate/Business Unit	Customer Engagement and Service Transitions/Customer Services
Reports to	Group Manager, Service Delivery Management
Roles reporting to	NIL
Position Number (StaffLink)	<Enter information>
Date of Approval	July 2024
Agency website	www.ehealth.nsw.gov.au

Primary Purpose of the role

The Service Delivery Manager's primary purpose is the development, implementation, and management of a portfolio of business-aligned IT services through its lifecycle, and service level management of that portfolio. The role is the key interface for the service delivery function within eHealth, and endeavours to increase the value realised from ICT assets, investments and capabilities. The role interacts at a senior level, representing both the Service Owner and customer interests.

About eHealth NSW

eHealth NSW is responsible for the delivery of digital solutions for clinical care and business services across NSW Health. We support a digitally enabled and integrated health system that delivers quality patient-centred health experiences and outcomes to the people of NSW.

Customers' and consumers see eHealth NSW as an organisation with customer centric values, behaviours and capabilities. We work together to build trust and engage with our customers and share up-to-date understanding of their business needs. We deliver consistent, reliable and easy-to-use products and services that meet our customers' needs. We share customer feedback and data and use the insights to continually improve our customers' experience.

Key accountabilities

- Be responsible for the entire Service Delivery Management function, including, but not limited to, building, organizing and managing a portfolio of IT services on behalf of service owners and customers throughout their lifecycle.

- Highly specialized commercial, professional and technical capability, with the ability to provide advice that is strategic in nature, whilst being focused also on efficiencies.
- Ability to negotiate, manage conflict and build long term strategic relationships internally and externally, including managing customer and service owner expectations and relationships.
- High level ability to produce and report on Service Delivery and be able to provide authoritative advice in this area.
- Ability to chair the Management and Customer Bridge as part of the Major Incident Management process to ensure effective communication, decision-making and coordination during major incidents including working outside regular business hours on a rotating roster.

Key challenges

- Lead the engagement on IT Service Management across the NSW health system, balance competing demands to achieve business objectives, establish effective stakeholder relationships and arrangements that ensure customer input to all decisions, and balance state-wide needs with local innovation and national directions
- Work within an environment where technologies are subject to rapid evolution and change and identify technology solutions and platforms that improve the efficiency and effectiveness of the overall service offering for customers and drive improved value
- Create, lead, and maintain a constructive workplace culture

Key relationships

Internal

Who	Why
Manager	• Escalate issues, keep informed, advise, and receive guidance, clarify instructions and report on progress against work plans as required. • Provide support to achieve operational priorities, exchange information and contribute to decision making.
Work Team	• Represent work group perspective and share information. • Lead discussions and decisions regarding implementation of innovation and best practice. • Collaborate to continually improve knowledge, build capability, and improve consistency and service quality.
Stakeholders	• Provide strategic advice for business improvement. • Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather, and exchange relevant information. • Collaborate and contribute to issue resolution.

External

Who	Why
Customers	• Engage with relevant stakeholders/customers to open channels of communication, provide expert advice, gather, and exchange relevant information. • Collaborate and contribute to issue resolution. • Exchange information and respond to enquiries

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Role dimensions

Number of Direct reports

NIL

Number of Indirect reports

NIL

Budget ($)

NIL

Financial Delegation

As per eHealth NSW Delegations Manual

Essential requirements

- Extensive experience and a record of achievement in Service Delivery Management in a large and complex service environment, including relevant qualifications or equivalent demonstrated experience. This includes extensive knowledge and experience across multiple ITIL v3 disciplines such as Service Strategy, Service Transition, Service Operation and Continual Service Improvement.
- Highly developed interpersonal, influencing and negotiation skills with demonstrated experience engaging and influencing key stakeholders and customers to influence and achieve optimal business outcomes.
- Excellent analytical skills including proven experience in analysing and interpreting complex information from numerous sources, preparing and presenting analysis and reports, dealing with challenges creatively and achieving business focused solutions.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into focus capabilities and complementary capabilities

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Focus capabilities

Capability group/sets	Capability name	Behavioural indicators	Level

Personal Attributes	**Act with Integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour	Adept
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Present with credibility, engage diverse audiences and test levels of understanding • Translate technical and complex information clearly and concisely for diverse audiences • Create opportunities for others to contribute to discussion and debate • Contribute to and promote information sharing across the organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to engage diverse audiences and communicate information • Adjust style and approach to optimise outcomes • Write fluently and persuasively in plain English and in a range of styles and formats	Advanced
Relationships	**Influence and Negotiate** Gain consensus and commitment from others, and resolve issues and conflicts	• Influence others with a fair and considered approach and present persuasive counter-arguments • Work towards mutually beneficial "win-win" outcomes • Show sensitivity and understanding in resolving acute and complex conflicts and differences • Identify key stakeholders and gain their support in advance • Establish a clear negotiation position based on research, a firm grasp of key issues, likely arguments, points of difference and areas for compromise • Anticipate and minimise conflict within the organisation and with external stakeholders	Advanced

| | Deliver Results
Achieve results through the efficient use of resources and a commitment to quality outcomes | • Seek and apply the expertise of key individuals to achieve organisational outcomes
• Drive a culture of achievement and acknowledge input from others
• Determine how outcomes will be measured and guide others on evaluation methods
• Investigate and create opportunities to enhance the achievement of organisational objectives
• Make sure others understand that on-time and on-budget results are required and how overall success is defined
• Control business unit output to ensure government outcomes are achieved within budgets
• Progress organisational priorities and ensure that resources are acquired and used effectively | Advanced |
| | Technology
Understand and use available technologies to maximise efficiencies and effectiveness | • Identify opportunities to use a broad range of technologies to collaborate
• Monitor compliance with cyber security and use of technology policies
• Identify ways to maximise the value of available technology to achieve business strategies and outcomes
• Monitor compliance with the organisation's records, information and knowledge management requirements | Adept |

Occupation specific capability set

Capability group/sets	Capability name	Behavioural indicators	Level
SFIA	**Strategy and Architecture,** Advice and Guidance, Consultancy	• Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options, implementing if required. • Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. • Seeks to fully address client needs, enhancing the capabilities and effectiveness of client personnel, by ensuring that proposed solutions are properly understood and appropriately exploited.	Level 5 – CNSL

SFIA **Change and Transformation,** Business Change Implementation, Portfolio Management		• Ensures that programme/project leads and/or service owners adhere to the agreed portfolio management approach and timetable and that they provide the appropriate information to agreed targets of timelines and accuracy. • Produces reports as appropriate for portfolio governance, including making recommendations for changes to the portfolio.	Level 5 - POMG
SFIA **Delivery and Operation,** Service Design, Service Level Management		• Ensures that a catalogue of available services is created and maintained and that service level agreements are complete and cost effective. • Ensures that service delivery is monitored effectively and that identified actions to maintain or improve levels of service are implemented. • Ensures that operational methods, procedures, facilities and tools are established, reviewed and maintained. • Negotiates with relevant parties in respect of disruptions and major amendments to the provision of services. Reviews service delivery to ensure that agreed targets are met and prepares proposals to meet forecast changes in the level or type of service.	Level 6 - SLMO
SFIA **Relationships and Engagement** Stakeholder Management, Relationship Management		• Identifies the communications and relationship needs of stakeholder groups. • Translates communications/stakeholder engagement strategies into specific activities and deliverables. • Facilitates open communication and discussion between stakeholders, acting as a single point of contact by developing, maintaining and working to stakeholder engagement strategies and plans. • Provides informed feedback to assess and promote understanding. • Facilitates business decision making processes. • Captures and disseminates technical and business information.	Level 5 – RLMT

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Select Level

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Personal Attributes	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Select Level
Personal Attributes	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Select Level
Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Select Level
Relationships	Work Collaboratively	Collaborate with others and value their contribution	Select Level
Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Select Level
Results	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Select Level
Results	Demonstrate Accountability	Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines	Select Level
Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Select Level
Business Enablers	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Select Level
Business Enablers	Project Management	Understand and apply effective project planning, coordination and control methods	Select Level

Other Specific Requirements

The role and responsibilities are to be carried out in a manner that is consistent with delegations, policies, procedures and operations systems of the NSW Health Organisation. The following specific requirements should be noted:

Role review

Roles are regularly reviewed to ensure that they are structured to best deliver organisational objectives. If required, roles and role descriptions may be updated appropriately to better reflect the needs of the organisation.

Respirator Use

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal. At all times when a health worker is required to use a respirator, the health worker must not have

any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

Culture

Contribute to a constructive workplace culture and a safe workplace. Model the organisation's CORE values and ensure all workplace conduct is consistent with the behaviours associated with those values and the NSW Health Code of Conduct.

Finance and Resources

Manage allocated finance and resources efficiently and effectively in accordance with the eHealth NSW Delegations Manual (and supporting corporate policies and documentation). This may include, but not be limited to, management of an allocated budget, assets and stores, corporate records, intellectual property and personnel records and include the correct retention of data and records.

Fraud and Corruption

Ensure there are effective and sustained controls to prevent, detect and respond to fraud and corruption.

Performance Appraisal

Employees and managers should regularly check-in with each other, providing feedback to each other. All new staff should have an initial performance assessment within three (3) months following commencement of employment. At least every twelve (12) months, a performance appraisal should be undertaken.

Risk Management

Undertake business unit risk planning and risk assessments, ensuring competence in risk management and assessment. Understand and abide by the organisation's risk policies, maintaining an understanding of the operational and risk management context, managing risk accordingly.

Rostering Management

Ensure data quality, integrity, policy and Award compliance is maintained in day to day rostering.

Work Health and Safety

Workers have a duty of care to ensure everyone is safe at work. Leaders must be safety aware and ensure that a culture of safe behaviour is well understood and strongly embedded in their teams. Everyone must Think Safe, Work Safe and Live Safe and follow our guide to safety excellence. This includes taking reasonable care for your own safety and the safety of others, participating with consultation arrangements, and working and behaving safely in accordance with safety instructions, the behavioural expectations of the workplace and work health and safety legislation, policies and procedures.

Workplace Diversity

Support the organisations workplace diversity goals and policies.

Training

Comply with and participate in the organisation's training programs and policies, maintaining currency of all mandatory training.

Employee Agreement

I have read the Position description and understand its contents, am fit and able to perform the duties outlined in the Job Demands Checklist and agree to work in accordance with the requirements of the position.

Signatories	Name	Signature	Date
Employee			
Manager / Supervisor			

Job Demands Checklist

The purpose of this checklist is to manage the risk associated with the position in relation to the incumbent. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible risk can also assist with the development of a training plan for the incumbent to ensure the risks are minimised.

Each position should be assessed at the site as to the incumbent's (or future incumbent's) OHS responsibilities specific to the position. This form is to be completed in consultation with the manager/supervisor of the position being recruited for.

Job Demands Frequency Key:

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	activity exists up to 1/3 of the time when performing the job
F = Frequent	activity exists between 1/3 and 2/3 of the time when performing the job
C = Constant	activity exists for more than 2/3 or the time when performing the job
R = Repetitive	activity involved repetitive movements
N = Not Applicable	activity is not required to perform the job

Note: any entries not assigned a value will be automatically set to "N"

PHYSICAL DEMANDS - Description (comment)	FREQUENCY					
	I	O	F	C	R	N
Sitting – remaining in a seated position to perform tasks				X		
Standing – remaining standing without moving about to perform tasks			X			
Walking – floor type: even/uneven/slippery, indoors/outdoors, slopes			X			
Running – floor type: even/uneven/slippery, indoors/outdoors, slopes						X
Bend/Lean Forward from Waist – forward bending from the waist to perform tasks	X					
Trunk Twisting – turning from the waist while sitting or standing to perform tasks	X					
Kneeling – remaining in a kneeling posture to perform tasks	X					
Squatting/Crouching – adopting a squatting or crouching posture to perform tasks	X					
Leg/Foot Movement – use of leg and/or foot to operate machinery						X
Climbing (stairs/ladders) – ascend/descend stairs, ladders, steps		X				
Lifting/Carrying – light lifting and carrying (0 to 9 kg)		X				
Lifting/Carrying – moderate lifting and carrying (10 to 15 kg)	X					
Lifting/Carrying – heavy lifting and carrying (16kg and above)						X

	I	O	F	C	R	N
Reaching – arms fully extended forward or raised above shoulder	X					
Pushing/Pulling/Restraining – using force to hold/restrain or move objects toward or away from the body	X					
Head/Neck Postures – holding head in a position other than neutral (facing forward)	X					
Hand and Arm Movements – repetitive movements of hands and arms					X	
Grasping/Fine Manipulation – gripping, holding, clasping with fingers or hands			X			
Work at Heights – using ladders, footstools, scaffolding, or other objects to perform work						X
Driving/Riding – controlling the operation of a vehicle (e.g. car, truck, bus, motorcycle, bicycle)			X			

SENSORY DEMANDS - Description (comment)						
	I	O	F	C	R	N
Sight – use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)				X		
Hearing – use of hearing is an integral part of work performance (e.g. phone enquiries)				X		
Smell – use of smell is an integral part of work performance (e.g. working with chemicals)						X
Taste – use of taste is an integral part of work performance (e.g. food preparation)						X
Touch – use of touch is an integral part of work performance						X

PSYCHOSOCIAL DEMANDS - Description (comment)	FREQUENCY					
Distressed People – e.g. emergency or grief situations	X					
Aggressive and Uncooperative People – e.g. drug/alcohol, dementia, mental illness	X					
Unpredictable People – e.g. dementia, mental illness, head injuries						X
Restraining – involvement in physical containment of patients/clients						X
Exposure to Distressing Situations – e.g. child abuse, viewing dead/mutilated bodies						X

ENVIRONMENTAL DEMANDS - Description (comment)	FREQUENCY					
Dust – exposure to atmospheric dust	X					
Gases – working with explosive or flammable gases requiring precautionary measures						X
Fumes – exposure to noxious or toxic fumes						X
Liquids – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						X
Hazardous Substances – e.g. dry chemicals, glues	X					
Noise – environmental/background noise necessitates people raise their voice to be heard						X
Inadequate Lighting – risk of trips, falls or eyestrain	X					
Sunlight – risk of sunburn exists from spending more than 10 minutes per day in sunlight		X				
Extreme Temperatures – environmental temperatures are less than 15°C or more than 35°C	X					
Confined Spaces – areas where only one egress (escape route) exists						X
Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground	X					
Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls	X					
Working At Heights – ladders/stepladders/scaffolding are required to perform tasks						X
Biological Hazards – exposure to body fluids, bacteria, infectious diseases						X