

# IT Service Delivery Analyst

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

**Dementia is the UK's biggest killer. One in three people born in the UK today will develop dementia in their lifetime.**

At Alzheimer's Society, we're the UK's leading dementia charity and the only one to tackle all aspects of dementia by giving help and hope to people living with dementia today and in the future. We give vital support to people facing the most frightening times of their lives, while also funding groundbreaking research and campaigning to make dementia the priority it should be.

**Together with our supporters, we're working towards a world where dementia no longer devastates lives.**

# Our values

**Our values tell everyone who we are as an organisation.**

**Our values make sure that our focus is clear for the challenges and opportunities ahead and remind us of what we all stand for.**

**Our values are evident in everything we do, how we do it and how we work together.**

These are not just words on a wall, we live these every day in all our work. We are determined to make a difference when and where it matters most, by being passionate, focussed and making a lasting impact for people affected by dementia.



## **Determined to make a difference**

We're passionate, we're focused and we make a lasting impact for everyone living with dementia.



## **Trusted expert**

We're listening, we're learning and we use experience and evidence.



## **Better together**

We're open, we combine our strengths and we achieve more together.



## **Compassionate**

We're kind, we're honest and we don't shy away from challenges.

Through our values we will make the greatest difference for people affected by dementia. Whether you are someone living with dementia, a family member or carer, a supporter, a donor, a colleague from another organisation, an employee or a volunteer, these four values will shape your experience with Alzheimer's Society.

# Service Delivery Analyst

## Position in the organisation

Reports to the Service Delivery Lead  
Member of our Service Delivery team.  
Part of our Technology directorate.

## Purpose of this role

At Alzheimer's Society we are advisors, supporters, fundraisers, researchers, influencers, communicators, technical specialist and so much more. We are volunteers, we are employees, and together we are here to make a difference to the lives of people with dementia and their carers.

The Service Delivery Analyst plays a key operational role within the Service Delivery function, supporting the coordination, execution, and continuous improvement of IT services across the organisation.

The role is responsible for ensuring effective day-to-day service delivery through close collaboration with end users, internal teams, and managed service providers (MSPs). This includes supporting incident, request, change, and communication processes, maintaining service data quality, and contributing to reporting and continual service improvement activities.

The Service Delivery Analyst ensures that services are delivered in line with agreed standards and service levels, while providing clear communication to stakeholders and supporting a positive end-user experience.

We are looking for someone who exemplifies our values, someone who is: Determined to make a difference when and where it matters most. A trusted expert who believes in working Better together and demonstrates true Compassion.

## Key accountabilities and responsibilities

### 1. Operational Service Delivery Support

- Manage and progress incidents, service requests, and purchasing requests assigned to the Service Delivery function.
- Act as an escalation point for end-user queries, ensuring timely resolution or appropriate routing.
- Support Early Life Support (ELS) and User Acceptance Testing (UAT) activities for new or changed services.
- Monitor tickets and work queues within ServiceNow to ensure SLAs and OLAs are adhered to.

### 2. ServiceNow & Data Quality

- Maintain accurate and up-to-date records within ServiceNow, including incidents, requests, changes, and configuration items.
- Support adherence to Configuration Management Database (CMDB) processes and data quality standards.
- Assist with backlog management, prioritisation, and housekeeping activities.

### 3. Service Communication & Stakeholder Engagement

- Coordinate and deliver communications for:
  - Major incidents
  - Planned maintenance
  - Service releases
  - New or changed services
- Act as a point of contact between IT and the business for service-related updates and queries.
- Support the preparation of stakeholder communications and user guidance.

### 4. Supplier & MSP Coordination

- Liaise with managed service providers and third-party vendors on operational service matters.
- Support the tracking of supplier performance against SLAs.
- Obtain quotes and support approval of service requests and purchasing activities.
- Assist in resolving issues across supplier boundaries.

### 5. Reporting & Analysis

- Produce and maintain service reports, dashboards, and analysis as required.
- Support the Service Delivery Lead in providing insight into service performance, trends, and risks.
- Contribute to data-driven decision making and service review preparation.

### 6. Change & Governance Support

- Support Change Management processes, including:
  - Preparing CAB inputs and outputs.
  - Tracking changes and updates.
  - Ensuring appropriate documentation is completed.
- Assist with governance activities, ensuring processes are followed consistently.

### 7. Documentation & Knowledge Management

- Create and maintain:
  - Process documentation
  - Knowledge articles
  - End-user guidance materials
- Ensure documentation is accurate, accessible, and aligned to current processes.

### 8. Continual Service Improvement (CSI)

- Identify opportunities to improve service delivery processes and user experience
- Contribute to the Continual Service Improvement (CSI) plan and
- Regularly review service performance and suggest improvements

## We are looking for someone who can...

- Adhere to all the Society's service standards, policies and procedures.
- Comply with the data protection regulations, ensuring that information on clients remains confidential.
- Be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- Work in a manner that facilitates inclusion, particularly of people with dementia.
- Implement the Society's health and safety policy and procedures, ensuring that all practices and procedures are undertaken in accordance with a healthy and safe working environment and that all staff and volunteers for whom you may be responsible are aware of their responsibilities in respect of their role, monitoring data and recommending action as required.
- Administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines, and reporting requirements.
- Follow the Society's management information guidelines and requirements, including ensuring appropriate monthly measures on service usage levels are collected and submitted on the services database or other systems in accordance with deadlines.

### Essential

- Experience working within an IT Service Management (ITSM) environment
- Good understanding of ITIL principles (Incident, Change, Request, and CSI)
- Experience using ServiceNow or similar ITSM tools
- Experience working with third-party suppliers or MSPs
- Strong communication skills, with the ability to engage with stakeholders at all levels
- Analytical mindset with experience producing reports or analysing service data
- Ability to manage multiple tasks and prioritise effectively

### Desirable

- ITIL Foundation certification
- Experience supporting CAB or governance processes
- Experience in service reporting and dashboard creation
- Exposure to infrastructure environments (e.g. Windows, Azure, M365)

## Person specification and selection criteria

Skills & knowledge	Application (A) or Interview (I)
Experience working within an IT Service Management (ITSM) environment (incident, service request, and change processes)	A
Working knowledge of ITIL principles (Incident, Change, Request Fulfilment, Continual Service Improvement)	A
Experience using ServiceNow or a comparable ITSM tool for managing tickets and service workflows	A

Experience maintaining accurate records and ensuring data quality (e.g. CMDB, tickets, updates)	A
Experience working with third-party suppliers or managed service providers (MSPs)	A
Ability to manage workload queues and prioritise tasks to meet SLAs	I
Experience producing reports, dashboards, or service performance data	A
Ability to interpret data and identify trends or service issues	I
Experience supporting or contributing to Change processes (e.g. CAB/pre-CAB preparation)	A
Understanding of IT service environments (e.g. cloud services, end-user computing, infrastructure)	A
Strong written and verbal communication skills, including the ability to communicate service updates clearly	I

Competencies & personal attributes	Application (A) or interview (I)
Strong attention to detail and commitment to accuracy in data and documentation	I
Ability to work independently, take ownership of tasks, and see them through to completion	I
Strong organisational skills with the ability to manage multiple priorities effectively	I
Proactive approach to identifying issues and suggesting improvements (continuous improvement mindset)	I
Collaborative team player, able to work effectively across IT teams, suppliers, and the wider organisation	I
Customer-focused approach with a commitment to improving end-user experience	I
Ability to communicate confidently and professionally with stakeholders at all levels	I
Resilient and adaptable, able to work in a fast-paced and changing environment	I

*Follow us on Twitter and Instagram @Alzheimerssoc and Like us on Facebook or check out Alzheimer's Society YouTube channel [youtube.com/AlzheimersSociety](https://www.youtube.com/AlzheimersSociety)*

# Our benefits



## Financial Security

- Group Personal Pension Plan with Scottish Widows – with up to 8% employer contribution rate
- Life Assurance Scheme – two times your annual salary
- Society Plus and Smart Spending App – giving you unbeatable savings at hundreds of retailers



## Health & Wellbeing

- Health Cash Plan
- 24/7 Employee Assistance Programme including online and face to face counselling
- Discounted gym membership with Society Plus
- Lived Experience Networks
- Mental health app and unlimited therapy



## Personal Development

- Apprenticeships
- Women in Leadership development programme
- Leadership development programme
- Financial support towards relevant professional qualifications



## Family & Dependants

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependants leave
- Paid compassionate and bereavement leave
- Paid time off work to support those transitioning



## Recognition

- Annual people awards
- Long service awards
- Thank you eCards
- Values Hero and Society Legend Awards



## Work Life Balance

- Annual leave of 27 days increasing to 30, plus bank holidays
- Career breaks of up to 3 months
- Flexible working
- Wellbeing leave