

# IT Service Delivery Administrator

## Job description

Together we are help and hope for everyone living with dementia



# Who we are

## Dementia is the biggest health and social challenge of our time.

There are currently estimated to be 900,000 people in the UK with dementia. Many are undiagnosed and facing the realities of their condition alone.

At Alzheimer's Society we're working towards a world where dementia no longer devastates lives. We do this by giving help to those living with dementia today and providing hope for the future.

We're here for everyone living with dementia.

As a Society, we are made up of people with dementia, carers, trusted experts, campaigners, researchers and clinicians. We are the UK's largest collective force of people with unparalleled knowledge and over 40 years of experience addressing the biggest challenges facing people living with dementia.

## Together we are help and hope for everyone living with dementia.

# 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 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.

# IT Service Delivery Administrator

## Position in the Organisation

This role will sit in the IT Business Operations team within IT that forms part of the wider Technology directorate.

## Purpose of this Role

We are here for anyone affected by dementia to help them navigate some of the hardest and most frightening times of their lives.

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 living with dementia and their carers.

The Service Delivery Coordinator will play a key part within the IT Business Operations Team, leading on our procurement processes, delivering documentation, reporting and analysis, as well as providing support to our end user base. They'll be working closely with our managed service provider and other vendors to ensure that we are always delivering our services efficiently and effectively. The successful candidate will have a very keen eye for detail, be commercially astute and will be expected to communicate to colleagues of all levels across the business.

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

- Experience in ServiceNow or another ITSM platform.
- ITIL qualification.
- Analyse procurement and service data and provide reports on service performance, service compliance.
- MSP Vendor Management.
- Using data, reporting and service metrics to identify and implement continual service improvement plans and governance.
- Analyse procurement and service data and provide reports on service performance, service compliance and IT stock levels.
- Review and approve service requests, obtain quotes from our managed service provider or suppliers.
- Liaise with our third-party vendors and other teams within the Society in relation to the services they provide.
- Create documentation for new and existing processes.
- Respond to end user escalation and feedback requests in line with the team's Escalation and Feedback process.
- Use the data to identify and implement service improvements which will help us manage our service more efficiently and effectively and with reduced risk.

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

- To adhere to all the Society's service standards, policies and procedures.
- To comply with the data protection regulations, ensuring that information on clients, supporters, employees and volunteers remains confidential.
- To champion the diverse needs of people affected by dementia by working in a manner that facilitates inclusion and collaboration, within and beyond the Society.
- To support and enable volunteering activities.
- To 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.
- To be responsible for personal learning and development, to support the learning and development of others and the whole organisation.
- To administrate and organise own work to ensure that it is accurate and meets quality targets, reasonable deadlines and reporting requirements.
- Work to embed a culture of inclusion and collaboration, within and beyond the Society.

## Person Specification and Selection Criteria

Skills, Personal Attributes and Experience	Essential (E) or Desirable (D)	Application (A) or Interview (I)
Experience in ServiceNow or another ITSM platform.	E	A/I
ITIL qualification.	E	A/I
Analytical - able to collate, present and draw conclusions from a variety of data sources.	E	A/I
A self-starter - able to work on own initiative and confident in making decisions.	E	A/I
Determined- able to manage complex tasks through to successful completion.	E	A/I
Methodical – Sets and works to clear expectations and achievable goals.	E	A/I
Improvement focused – driven to identify and implement improvement initiatives which will benefit our wider service. Regularly asks ‘How could I/we do this better?’ and acts on the responses.	E	A/I
A team player – able to nurture productive relationships with colleagues across the Society. Shares knowledge and skills to develop others and support learning. Identifies other people who have a part to play in achieving our organisational goals. Seeks appropriate opportunities to be involved in the wider aspects of the organisation’s work.	E	A/I
While not essential for the role the successful candidate may have previous experience working in an IT function using ITIL or procurement processes.	D	A/I

Essential requirements are those, without which, the post holder would not be able to fulfil the responsibilities of the role. Desirable requirements are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

This post will be subject to a satisfactory Criminal Records Check, from either the Disclosure and Barring Service (England & Wales), Disclosure Scotland Check (Scotland) or AccessNI (Northern Ireland). If you require further information regarding Criminal Records Check, then please contact: [careers@alzheimers.org.uk](mailto:careers@alzheimers.org.uk)

# 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 & Dependents

- Enhanced family leave – 16 weeks paid for all parents
- Paid time off work for fertility treatments for both partners
- Paid carers leave
- Paid dependents 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