Manager Digital Service Partnering

ROLE TITLE	Manager Digital Service Partnering
SECTION/DIVISION:	Digital Strategy and Partnering, Digital Division
REPORTS TO:	Head of Digital Strategy and Partnering
DIRECT REPORTS (FTE):	2.67 FTE
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Support the alignment of Digital services with business needs by building strong working relationships and helping to integrate customer and technology strategies. Work closely with the Head of Digital Strategy and Partnering to lead the identification and development of strategic partnerships with internal and external university stakeholders. These partnerships are key to driving digital innovation and delivering service excellence across the University community. Provide specialist advice based on a solid understanding of both business and technology areas, and work closely with teams to ensure services are meeting agreed expectations. The role also strongly engages with the services planning and delivery teams, support manages demand, and helps maintain effective communication with stakeholders to ensure their needs are understood and addressed.
ACCOUNTABILITIES:	**Specialist advice, TECH: Level 5** Provides definitive and expert advice in their specialist area. Actively maintains recognised expert-level knowledge in one or more identifiable specialisms. Oversees the provision of specialist advice by others. Consolidates expertise from multiple sources, including third-party experts, to provide coherent advice to further organisational objectives. Supports and promotes the development and sharing of specialist knowledge within the organisation. **Consultancy, CNSL: Level 5** Takes responsibility for understanding client requirements, collecting data, delivering analysis and problem resolution. Identifies, evaluates and recommends options. Collaborates with, and facilitates stakeholder groups, as part of formal or informal consultancy agreements. Seeks to fully address client needs and implements solutions if required. Enhances the capabilities and effectiveness of clients, by ensuring that proposed solutions are fully understood and appropriately exploited.

Demand management, DEMM: Level 5

Implements demand management analysis and planning activities.

Provides advice to help stakeholders adopt and adhere to the agreed demand management approach. Manages the process of integrating demand management with complementary strategic, operational, and change management processes.

Maintains a register of business requests and routes requests to the right place. Reports on the status of each request.

Reviews new business proposals and provides advice on demand issues. Works with business representatives to agree and implement short-term and medium-term modifications to demand.

Service level management, SLMO: Level 5

Ensures that service delivery meets agreed service levels.

Negotiates service level requirements and agreed service levels with customers.

Diagnoses service delivery problems and initiates actions to maintain or improve levels of service.

Establishes and maintains operational methods, procedures and facilities and reviews them regularly for effectiveness and efficiency.

Stakeholder relationship management, RLMT: Level 5

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.

Acts 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.

Performance management, PEMT: Level 5

Forms, maintains and leads workgroups and individuals to achieve organisational objectives.

Determines and delegates objectives and task responsibilities to individuals or teams — including people management responsibilities as appropriate. Sets the quality, performance and capability targets in line with organisational goals. Monitors performance and working relationships and provides effective feedback to address individual issues.

Encourages individual development of skills and capabilities in line with team and personal goals. Facilitates the development of individuals by adjusting workload, targets, and team capacity.

Plays an active role in formal organisational processes such recruitment, reward, promotion and disciplinary procedures.

KEY RELATIONSHIPS:	<u>Internal</u> Staff at all levels throughout the University Digital staff across the University Transformation and Improvement <u>External</u> Industry, and business representatives OUSA and other representatives of the student body Staff in other tertiary institutions and educational institutions, both in NZ, Australia and overseas Suppliers of ICT services to the University.
QUALIFICATIONS AND EXPERIENCE:	<u>Essential</u> Tertiary level IT qualification or recognised qualification(s) appropriate to the role. Considerable experience in providing specialist or expert-level advice in a complex IT or service delivery environment. Demonstrated experience in business partnering, strategic relationship management, stakeholder engagement, and relationship management across business and technical areas. Experience in managing service level agreements and performance monitoring. contract negotiation and vendor management. Proven ability to understand business requirements and translate them into service needs or technical guidance. Strong analytical and problem-solving skills, with a focus on service improvement and innovation <u>Preferred</u> Relevant tertiary qualification in information technology, business, or a related field, or equivalent experience. Experience working in a large, matrixed, or public sector organisation. Experience in demand management or supporting strategic IT planning and road mapping activities.
TECHNICAL SKILLS AND KNOWLEDGE:	<u>Essential</u> Strong understanding of IT service management principles and practices. Knowledge of demand management processes and tools. Excellent communication, negotiation, and stakeholder engagement skills Ability to work collaboratively across diverse teams and influence without direct authority. Ability to assess and monitor service performance against agreed levels. Proficient in analysing and advising on business and technology needs. Competency with standard IT tools (e.g. MS Office, service management platforms). <u>Preferred</u> Working knowledge of frameworks such as ITIL, SFIA, or COBIT. Familiarity with enterprise architecture principles or customer journey mapping. Understanding of emerging digital technologies and their application in a university or research context Experience with service management or portfolio management systems (e.g. ServiceNow, Jira, or similar).
SPECIAL REQUIREMENTS:	At the University, we are required to be compliant with the Public Records Act 2005 and Privacy Act 2020. Staff are expected to participate in available training to understand these requirements and effectively manage information accordingly.
DIRECT BUDGET ACCOUNTABILITY:	Nil
MĀORI STRATEGIC FRAMEWORK:	Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

PACIFIC STRATEGIC FRAMEWORK:	Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.
HEALTH AND SAFETY:	Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.
SUSTAINABILITY:	Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

SKILLS FRAMEWORK FOR THE INFORMATION AGE (SFIA)

Manager Digital Service Partnering
Role Type: Manager

SFIA Levels of responsibility

Autonomy	5	Influence	6	Complexity	5	Business Skills	5	Knowledge	5

SFIA Skills Profile

Category	Subcategory	Skill	Code	L1	L2	L3	L4	L5	L6	L7
Strategy and architecture	Advice and guidance	Specialist advice	TECH					██		
Strategy and architecture	Advice and guidance	Consultancy	CNSL					██		
Strategy and architecture	Strategy and planning	Demand management	DEMM					██		
Delivery and operation	Service management	Service level management	SLMO					██		
Relationships and engagement	Stakeholder management	Stakeholder relationship management	RLMT					██		
People and Skills	People Management	Performance management	PEMT					██		

https://help.sfia.nz/hc/en-nz/sections/4407230514201-Levels-of-responsibility

https://sfia-online.org/en/sfia-8/sfia-views/full-framework-view?path=/glance