Job Description

Location: UK wide

1825 is Standard Life Aberdeen group's UK financial planning and advice business. Our purpose is to build valued relationships with our clients and help them plan for a better future. Established in 2015, 1825 operates across 14 UK locations, supports over 11,000 clients and is one of the top adviser firms in the UK.

Advert – IT Service Delivery Manager

There is an exciting opportunity for an experienced IT Service Delivery Manager to join our 1825 IT team reporting to the Head of IT Delivery. The IT Service Delivery Manager will work closely with 1825 colleagues across the business and IT colleagues within the wider Standard Life Aberdeen Group.

As an IT Service Delivery Manager you'll be inherently comfortable operating in a broad role in both an IT 'run' and IT 'change' context in an environment that's fast paced and varied. You will be prepared to deal with ambiguity and enjoy operating at all levels across a range of stakeholders and suppliers. The IT Service Delivery Manager will be designated specific responsibilities in the context of IT Delivery (run and change) and IT Security (both infrastructure and applications).

Key responsibilities

- Ensures that critical IT services are designed, implemented and run in accordance with ITIL best practice (particularly Service Design, Service Transition and Service Operations)
- Works closely with the Head of IT Delivery in shaping the IT Strategy for 1825
- Has a relentless focus on ensuring that IT services meet end customer needs
- Builds and manages collaborative and effective relationships across 1825 and Standard Life Aberdeen (Investment Technology Solutions and Security Resilience and Protection)
- Develops effective relationships, trust, credibility and influence with key stakeholders across the business to support the delivery of IT solutions and the IT service
- Ensures the end-to-end IT service is secure and fit for purpose
- Responsible for the service design for all new or changed IT services ensuring these are transitioned into live service in a secure, supportable, predictable and reliable basis
- Robust focus on change management, accountable for approving changes (including emergency changes) to the live production environment in conjunction with key suppliers
- Mitigates or eliminates the potential impact of vulnerabilities through oversight of a robust maintenance and patching schedule
- Ensures the infrastructure and application environments are fully maintained and supported in terms of appropriate updates, patches and /or service packs in line with the IT policy standards
- Develops and implements appropriate performance measures and targets for IT Service Operations
- Ensures IT incidents and IT service requests are resolved to the satisfaction of the end customers in line with agreed SLA's
- Effective management of competing priorities (both IT run and IT change) to ensure that solutions and services are delivered to agreed time, cost and quality targets in line with SLA's
- Ability to analyse complex IT problems and identify and resolve root cause(s) in conjunction with internal and 3rd party stakeholders ensuring swift resolution in line with end customer needs

- Understands business requirements and creates both high level designs (HLD's) and low level designs (LLD's) in conjunction with key stakeholders (e.g. Standard Life Aberdeen IT Architecture and 3rd parties)

Knowledge, skills and experience

- Proven ability to apply best practice (e.g. ITIL and COBIT) aligning IT processes to business processes to deliver a compelling client experience whilst operating effectively and efficiently.
- Experience in creating and nurturing long term relationships building a network across all functions ensuring that IT solutions and IT services are aligned with the IT Delivery plan.
- Proven track record of leading on IT projects and IT incidents ensuring customers' needs are met
- Detailed experience in IT solutions design and IT service delivery with an expert knowledge in Active Directory , Azure Active Directory and in delivering secure Azure services
- Strong leadership, influencing and interpersonal skills with a proven track record of managing IT infrastructure and IT application deliveries in line with ITIL best practice
- Ability to recommend IT changes and enhancements to the Head of IT Delivery relentlessly focusing on customers' needs being met at all times
- Cares passionately about IT service and IT solutions delivery with a proven track record of leadership in both an IT infrastructure and IT applications environment
- Extensive experience of enhancing the IT control environment and implementing findings from IT security reviews (e.g. 3rd party penetration tests and internal IT audits)
- ITIL certified with experience in Service Design, Service Transition and Service Operations, applies best practice in line with our IT control environment and corporate policies and standards
- Sound knowledge and experience in O365 and a Microsoft Certified Professional and/or Deployment Specialist

We're committed to providing an inclusive workplace where all forms of difference are valued and which is free from any form of unfair or unlawful treatment. We define diversity in its broadest sense – this includes but is not limited to our diversity of educational and professional backgrounds, experience, cognitive and neurodiversity, age, gender, gender identity, sexual orientation, disability, religion or belief and ethnicity and geographical provenance. Standard Life Aberdeen supports a culture that values meritocracy, fairness and transparency and welcomes enquiries from everyone.

If you need assistance or an adjustment due to a disability please let us know as part of your application and we will assist.

To apply please send a current CV and covering letter to mike.hay@1825.com. The closing date for applications is Friday 26th March 2021 and interviews will be scheduled for week commencing Monday 29th March 2021.