

Job title:	Service Delivery Coordinator
Job ref:	HFL1430
Hours:	37 hours per week (part-time considered)
Salary band:	Band 4 (£30,000)
Contract:	Permanent
Reports to:	Transformation Programme Manager
Team:	Transformation Team (within the Operations and Technology team)
Location:	Hybrid working with 2 days per week (or more if necessary for the delivery of the projects) in our Head Office in Stevenage, Hertfordshire, with the remainder as remote working.

Our company

Herts for Learning (HfL) is an award-winning provider of products and services to schools and educational settings within and outside Hertfordshire. We believe that every young person, through access to a great education, should be able to realise their potential, regardless of where they live or their circumstances.

We focus on supporting the schools we work with to achieve successful long-term outcomes for their children. HfL is majority owned by Hertfordshire schools and operates with a social enterprise ethos.

Job context

This is an exciting time in HfL and for the newly formed Operations and Technology team. Over the past 18 months the Transformation Team has led a major change effort to implement a new cloud Enterprise Resource Planning (ERP) and Customer Relationship Management system (CRM) on NetSuite. We are now entering into the second phase of this transformation.

Purpose of the job

Phase two of our Transformation Programme will see us further transform our processes, customer experiences and the way we use data. In this role you will drive further value out of NetSuite to enable improved ways of managing team capacity. You will manage the fulfilment of work delivery for our core contract, commissioned work and traded services. You will also coordinate transformation projects to drive their delivery.

Main areas of responsibility

- **Service Delivery Coordination:** Act as service coordinator for the Education Services teams (initially, with potential for growth into other teams) for both traded contracts and HCC funded support. This includes working with customers to understand their support needs.
- **Monitoring:** Work with all teams in Education Services to ensure a consistent approach to recording and monitoring service delivery, observing NetSuite project best practice, agreeing appropriate KPIs and making recommendations to team leaders based on data analysis.
- **Action Plan Reviewing:** Identify issues in service delivery and work with team leads to review and action plans as necessary.
- **Time Recording Optimisation:** Work with HfL consultants and advisors to ensure delivery time is accurately recorded in NetSuite.
- **Capacity Planning:** Provide analysis and recommendations for team leaders to understand their team's capacity using all available data, accurately projecting forwards to identify delivery challenges.
- **Project Coordination:** Drive momentum for change projects by ensuring milestones are met and changes implemented within defined timelines and budgets. Develop status reports, proposing course correction where required.
- **Communication and Training:** Ensure effective information sharing and communication internally. Deliver trainings if/when needed (training of trainers available for the right candidate).

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time become necessary, particularly in light of the current Covid-19 situation.

Person specification

Please provide a supporting statement outlining why you are applying and how you meet the criteria below;

Knowledge and Experience

- You have a proven experience in data analysis including working and validating large datasets.
- You worked with confidential and sensitive information.
- You have experience in working with stakeholders at various levels.
- You understand the education sector (preferable).

Skills and abilities

- You have strong organisational and project planning skills.
- You have the ability to use excel to analyse, summarise and present data.
- You can provide a high level of customer service to internal and external customers – face-to-face, on the telephone and by email.

- You have advisory skills including the ability to analyse, troubleshoot, support, challenge, build connections and advise senior stakeholders.
- You have the ability to listen and communicate information in a concise and clear way to stakeholders, both written and verbal.
- You can deliver trainings to team members when necessary.
- You are able to manage risks using problem solving skills effectively.
- You are a completer-finisher.

Equal Opportunities

HfL is committed to being an equal opportunities employer. We insist on the equal treatment of all current and prospective colleagues and will never condone discrimination on the basis of age, disability, sex, sexual orientation, pregnancy and maternity, race or ethnicity, religion or belief, gender identity, or marriage and civil partnership.

HfL is also equally committed to becoming an anti-racist organisation and we encourage you to view our [Black Lives Matter statement](#) which gives clarity on our anti-racist stance. In our relentless efforts to be an anti-racist organisation, we recognise the negative impacts of under representation and lack of diversity in our organisation, our education system and in all aspects of our society. Therefore, for recruitment into any HfL post, where we have 2 or more candidates of equal merit, candidates with protected characteristics will be given advantage over candidates without such characteristics. This is sometimes referred to as a 'tie-breaker' and is referred to as 'positive action' in the Equality Act 2010.

To help us meet our high standards and aspirations of a fully diverse and inclusive workplace, we strongly encourage suitably qualified applicants from all backgrounds to apply and to join us.

Please note that if you are invited to interview, we will expect you to be prepared to discuss unconscious bias with us; we find these conversations more than any others give us all a good idea of what working together will be like.

Disclosure and Barring Service

This post may be subject to full pre-employment checks and is exempt from the Rehabilitation of Offenders Act 1974. Please note that additional information referring to the Disclosure and Barring Service is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

Health and safety

It will be the duty of every employee while at work to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

Intellectual property rights

It is a contractual requirement of all employees of HfL to protect the intellectual, property rights of the company and to adhere to our company policy with regard to IP.

APPLICATION PROCESS

For an informal discussion regarding the role, please contact Reem Al Rasheed, Operations and Technology Director via Lauren.phipps@hertsforlearning.co.uk

To apply, please download and complete the HfL application form along with the supporting statement, explaining how you meet the requirements of the job outline and person specification. We would also love to hear why you are interested in becoming part of the HfL team.

1. What do you think are the three best qualities that great data analysts should have?
2. What was the most extensive data set you've worked with previously?
3. Give us two examples of times where you had to provide advice or convince senior leaders of an approach in your organisation.

As part of our move towards eradicating unconscious bias within the recruitment process, we ask that you follow the guidance stated in the application forms and submit these in a word format to enable your application to be anonymised.

To help HfL make sure our policies and working practices are inclusive and non-discriminatory we would like you to complete the HfL equal opportunities form. This will not be stored with your application and will only be utilised by HR.

To submit your application or to discuss any recruitment queries please email our Central Recruitment Team on hfl.recruitment@hertsforlearning.co.uk or 01438 544439.

Closing Date: 12 noon on Thursday 9th June 2022

***Interview Date:** week commencing 20th June 2022

*Please note that the interviews will be taking place in-person.