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Job description

Job title:	Head of IT Service Delivery
Reporting to:	Chief Information Officer (CIO)
Department:	IT
Office:	London
Purpose of role:	Lead the delivery and continuous improvement of IT services across the organisation, ensuring business-as-usual support, incident management, and service transition are executed to the highest standards. Overseeing service desk & desktop support operations, major incident management, problem management, change management, and customer satisfaction. Drive service excellence, process optimisation, and alignment with business needs.
Supervisor to:	IT Service Desk Manager, IT Service Manager, Workplace Tech. Engineer (Overall Mgt responsibility for the Desktop Support and Service Desk Teams).
Hours:	Permanent, full-time
Reviewed:	January 2026

Job responsibilities:

- **IT Service & Support Leadership:** Maintain a highly visible profile, advocating for the IT support and services your team delivers, developing and maintaining key relationships with key stakeholders across the business, including HoD's of both legal practice and business services teams. All HoD's/senior managers should recognise and regard this role as the key IT contact for resolving issues, obtaining new IT services and support, and for requesting changes.
- Fulfil the principle point of escalation for any HoD's, partners and managers around the firm in relation to IT support and service issues.
- **Team Mgt:** Oversee the IT Service Desk and Desktop Support teams (inc. workplace tech engineer and AV technician roles), assuring effective incident, request, and problem management. Work closely with the Head of IT Ops to ensure IT support and services continue to be delivered effectively alongside change, project and digital transformation activities.
- Assess, plan and drive training and development for your service and support team to maintain high levels of technical and customer service skills.
- **Service Level Management Reporting:** Develop and maintain meaningful service level metrics and KPI's, enabling effective service reporting to the CIO on a monthly basis (or as required). Reporting will include Capacity, Availability & Reliability Management. ITSM produces service level reports; HITSD assures quality, synthesises insights and presents to the CIO, with reliability/capacity inputs from HoITOps.

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- **Assure joiner/mover/leaver** workflows are developed and maintained to deliver a seamless and high quality arrival experience, while ensuring secure departures are achieved in a timely fashion.
- **Modern Workplace Services/Systems:** Owns service delivery standards and vendor support for office/AV systems; HoITOps owns technical operations and integrations. Oversee & assure the smooth operation and support of the office and modern workplace systems (AV, smart-locker, building access control, space booking and digital signage systems). Ensure these systems and associated support and maintenance processes remain effective in meeting the high standards expected.
- **Major incident mgt:** Define the processes and governance standards for major incident response, root cause analysis (RCA), and resolution, ensuring timely coordination, communication and stakeholder engagement.
- Chairs RCA governance sessions for major incidents/problems; ensures actions and learnings are tracked. Technical RCA investigation and remediation are led by the Head of IT Operations.
- **Continuous Service Improvement:** Monitor service performance, SLAs, and customer satisfaction, implementing improvements as required. Drive continuous improvement of IT support processes, policies, and methodologies.
- Collaborate with information security and compliance teams to ensure service delivery meets regulatory and policy requirements.
- **Change Mgt:** Owns change management policy, CAB governance and approvals. For emergency changes, HITSD authorises expedited paths; HITO executes remediation/rollback; ITSM coordinates comms and records.
- **Service Catalogue:** Develop and maintain a service catalogue, articulating service dependencies for upstream/downstream configuration items (CIs); assuring risk management when delivering changes. The HITSD role owns the catalogue's structure and governance, while the ITSM role maintains and updates operational content.
- **Communication bridge:** Ensure effective and timely communication of service outages/remediation and planned changes to the wider organisation.
- **Service Transition:** Ensure the effective transition of all new IT systems and processes into service.
- **IT Service Continuity:** Oversee the development and maintenance of IT service continuity and recovery plans, including regular testing and reporting. Attend annual business continuity table-top exercises and similar activities, supporting the ITSM to meet their business continuity remit. ITSM authors & tests plans; HITSD assures and reports to the CIO & COO.
- **Supplier management:** Develop and nurture supplier relationships for IT procurement, service and support delivery, ensuring external services meet agreed service levels.
- **SAM:** Accountable for effective Software Asset Management (SAM), ensuring sufficient licence availability, containing costs, and avoiding software cost wastage.
- **IT Budgeting (end user compute):** Manage the annual IT budget tracking and forecasting process in relation to end-user IT equipment and core desktop software licensing, including laptop, mobile phones and M365 licensing (for example).

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Skills and experience:

- Able to demonstrate experience of championing a culture of technical excellence and proactive problem-solving within the IT Service and Support Teams.
- Able to demonstrate experience of developing and maintaining robust escalation protocols, ensuring that technical issues are triaged and resolved at the appropriate level, and that lessons learned are captured for continuous improvement.
- Able to demonstrate experience of ensuring that all stakeholders are kept informed throughout the incident lifecycle, providing clear, timely updates and guidance.
- Able to demonstrate experience of taking ownership of escalated technical problems, applying troubleshooting methodologies and leveraging broad technical expertise to drive resolution.
- Able to lead and coordinate the troubleshooting process for major incidents, working closely with IT Service Desk, support teams, and technical specialists within the IT Operations Team to resolve issues efficiently.
- Provide hands-on leadership in diagnosing and resolving high-impact incidents, ensuring rapid restoration of service and minimising disruption.
- Proven experience in IT service management (ITIL). ITIL practitioner certification or equivalent experience in IT service management is highly desirable.
- Commitment to continuous improvement, including the development of troubleshooting protocols and training for service desk and support staff.
- Ability to remain calm and decisive under pressure, prioritising actions to restore service and support business continuity.
- Experience acting as a key escalation point for technical issues, with the ability to communicate effectively with both technical and non-technical stakeholders.
- Strong analytical skills and a methodical approach to root cause analysis and problem resolution.
- First-hand experience / background knowledge of desktop, workplace, and office systems (including AV, smart-locker, building access control, space booking, and digital signage systems).
- Proven ability to lead the resolution of time-sensitive and high-impact technical issues, including those affecting large groups of users.
- Extensive experience in defining and coordinating technical troubleshooting and incident management processes within a complex, multi-user environment.
- Strong leadership and people management skills.
- Excellent communication and stakeholder management abilities.
- Analytical, organised, and proactive approach to problem-solving.
- Commercial awareness and focus on delivering value to the business.
- Commitment to teamwork, collaboration, and continuous improvement.