Job Title: Service Delivery Manager ORT

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| Role Purpose (position scope) |
| A customer facing role to lead the day-to-day delivery of the UK MODs Exercise Control facility. Operating as an embedded member of EXCON, the primary role of the SDM is to coordinate and deconflict operational priorities and continuous improvement initiatives that provide Operational Readiness Training (ORT) Services to the Royal Air Force. Acting as focal point for the UK’s Operational Training Infrastructure (OTI)’s live range control training system embedded within the John Collier Facility (JCF) at RAF Waddington and has to be potential an RAF reservist role subject to RAF sponsorship. This is an operational role delivering the required support to successful execution of unit, force and collective training exercises in line with the air exercise programme (AXP) training requirements. This includes but is not limited to; management and delivery of the OTI capability and Range Control network and air collective training environment based within UK EXCON and support to deconflicting enhancements and adjacent trials initiatives to ensure continuous improvement of this sovereign capability managed and delivered by Draken. The primary capability hosts a multitude of execution & debrief tools such as Simplified Planning Execution Analysis and Reconstruction (SPEAR) software. This networked capability allows for distribution of data and collaborative training, principally across the Combat Air Force. An individual suitable for the role must become a user of the software and associated software applications and understand airspace and be able to act as a conduit between Draken development strategy and the customer facing aspects of EXCON delivery.  |

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| Line Manager | Dotted Line | Direct Reports | Dotted Line |
| Senior Programme Manager (Technology)  | IMSORTS Programme Director  | COBRANET Delivery Team (Connectivity Specialists) |  |

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| Key Responsibilities |
| * Establish a long-term planning process to schedule COBRANET support to major exercises (Sync’d with customer priorities and AXP on a 12-month cycle).
* Establish tasking mechanisms for COBRANET support to routine, force-level training requests (sync’d with CAF programming schedule and Draken Red Force Mission Planning Cell).
* Establish a long-term planning process for scheduled maintenance and capability uplifts (Three - six-month cycle, sync’d with long term exercise delivery cycle), through management of RAF & Draken investments (AdHocs, Underspend, Control Total).
* Act as Draken POC for all new requirements and service enhancement requests. Liaise with development team to schedule enhancements and business opportunities.
* Trained to provide redundancy in COBRANET operation during staff sickness or LFE surge support.
* Management of the COBRANET delivery team
* Work with the Red Force programme team to align initiatives and deliverables
* Join the Draken team to ensure COBRANET delivery meets the needs of the customer community to deliver elements of the operational readiness training mission cycle.
* Support capability training in line with agreed MOD/Draken business strategy.
* Engage with the user community to identify future requirements & enhancements to be contracted.
* Develop and maintain a set of procedures to aid and support efficient exercise control delivery.
* Provide support to exercise planning cycles and identify opportunities to improve service delivery.
* Provide input to further development of Draken’s connectivity strategy and service offerings to MOD.
* Deconfliction of annual leave with major exercise periods and must support night flying sorties.
* Experienced and comfortable in customer facing and embedded positions.
* The candidate must be able to identify opportunities and further develop capability.
* Provide input and ideas to the Draken Technology strategy.
* Support to Draken’s Technology Department on tech insertion and strategy for future ORT offerings.
* Liaise with 3rd party support providers for planning & deliver of externally supplied elements.
* Ensuring the team complying with all security, risk management, configuration, and process documentation for each component of Draken and MOD infrastructure and Mission Systems IT in accordance with standards and regulations.
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| Competencies: |
| **Essential:*** Able to achieve DV level security clearance
* Capability and resource management
* Debrief system operations and management
* System architecture
* Problem solving
* Teamwork
* Strength of character
* Decision making
* IP based IT systems
* Customer networking and opportunity management
* Ability to assimilate and analyse data
* Computer Literate, knowledge of Microsoft Office suite
* Capable of fulfilling a reservist role if required

**Desirable:*** Experience within defence policy, procedures and stakeholders
* Familiar with CP&F and defence financial processes.
* Understanding of complex air systems dealing with Time Space Position Information (TSPI), communications, and connectivity systems to allow interaction with CAF units.
* Understanding/experience with C2 agencies.
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