

<b>Job Title:</b>	Service Delivery Manager
<b>Department:</b>	Service Management
<b>Responsible For:</b>	No Direct Reports
<b>Reports to:</b>	Service Management Principle
<b>Key Responsibilities:</b>	<ul style="list-style-type: none"> <li>• To manage the performance of services provided to clients as per agreed contract and ensure that Service Levels are achieved.</li> <li>• Operational responsibility for service delivery targets, SLA's, OLA's and contractual compliance.</li> <li>• To ensure adherence to service management principles - ITIL led; Configuration Management, Problem Management, Change Management, Incident Management including Major Incident Management, Release Management and version control.</li> <li>• Appropriate governance and controls to ensure that IT processes are being followed across the entire account and all teams, whether local to the account, other parts of the company or 3rd parties are complying with them.</li> <li>• Be accountable for Service Transition and ensure that the appropriate checks and balances are in-place and that they are covered by the correct processes to ensure that new or changes to existing services are implemented in a controlled manner</li> <li>• Act as an interface between the various Service Providers and the Business for high priority operational issues.</li> <li>• Supplier Management - participate or run (as appropriate) regular Service Reviews with Service Providers liaising with Commercial over contractual issues.</li> <li>• Undertake effective Issue Management, acting as facilitator for ensuring prioritisation of operational system related issues.</li> <li>• Take an active role in Change Management and provide input to the Change / Release Management Board, to ensure live Problems / Issues are covered within the ongoing change/release schedules.</li> <li>• To project manage small enhancements to existing BAU IT infrastructure.</li> <li>• Customer management in terms of quality and expectations specific to customers and internal customer base.</li> <li>• Working with account lead to identify new opportunities to grow our services footprint within our customer base.</li> <li>• To produce various ad-hoc and regular IT reports, technical and non-technical for delivery to blended audiences.</li> <li>• Develop strong relationships with customers and the business' operational staff in collectively delivering service requirements and exceeding expectation</li> <li>• Have a complete understanding of the company's wide range of service offerings, including associated processes and technical capabilities. Fully understand other business functions. Where necessary this will involve an element of cross training.</li> <li>• Identify and highlight opportunities for the company to win new business.</li> </ul>

	<ul style="list-style-type: none"> <li>• Develop relationships with Account Managers, particularly with regard to promoting services and growing our services footprint within our client base.</li> <li>• Adhering to Quality, IT and Security Management Systems including relevant procedures and policies at all times.</li> </ul>
<p><b>Knowledge &amp; Experience:</b></p>	<ul style="list-style-type: none"> <li>• Proven Service Delivery Management Experience</li> <li>• Depth of Experience in Service Improvement and Outsourcing</li> <li>• Ability to influence Key Stakeholders and to work with all levels of seniority and competency to drive towards common solution.</li> <li>• People management experience required (Team Leader experience as a minimum)</li> <li>• Depth of technical understanding, with an ability to translate technical requirements and specifications into easily understood business concepts and vice versa.</li> <li>• Understanding the importance of business processes and compliance with the ability to demonstrate successful application of such.</li> <li>• Excellent communication and negotiation skills.</li> <li>• Strong relationship management skills.</li> <li>• Experience of report writing, operational, with the ability to demonstrate this aptitude.</li> <li>• Advanced Microsoft Office knowledge - Word, Excel, Outlook, Microsoft Project and Visio.</li> <li>• Able to identify key deliveries and to prioritise effectively.</li> <li>• Experience of managing suppliers in outsourcing contracts.</li> <li>• Experience of Service Delivery, Project and Problem management across multiple industries and business cultures.</li> <li>• Innovative thinking, in terms of service quality and improvements within the boundaries of CANCOM UK's limits (including but not limited to resource, budgetary, legal, compliance and technical authority)</li> </ul>
<p><b>Personal Attributes:</b></p>	<ul style="list-style-type: none"> <li>• Strong organisational skills</li> <li>• Analytical, with exceptional attention to detail</li> <li>• Passionate, professional, with a 'can-do' attitude at all times</li> <li>• Reality based Optimism i.e. perseverance, determination.</li> <li>• Learning Based agility</li> <li>• Self-motivated and looking for challenge</li> <li>• Mature in attitude and with the confidence to liaise with clients on a one to one basis</li> <li>• Proactive thinking</li> <li>• Problem management and solving</li> <li>• Intuitive and balanced decision making</li> <li>• Conceptual thinking</li> <li>• Excellent communication and negotiation skills.</li> </ul>

	<ul style="list-style-type: none"><li>• Innovative thinking, in terms of service quality and improvements within the boundaries of the business' limits (resource, budgetary, legal etc.)</li><li>• Patience, tolerance and resilience.</li><li>• Understanding of Service Management Methodologies and best practice with the demonstrable ability to put these into practice</li></ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"><li>• Education - to A-level/GCSE or equivalent</li><li>• ITIL Accredited or equivalent (relevant intermediate modules desired)</li><li>• Prince 2 (desired)</li><li>• ITIL Practitioner (desired)</li></ul>