

Job Title:	Service Management Co-ordinator
Department:	Service Management
Responsible For:	No Direct Reports
Reports to:	Service Management Principle
Key Responsibilities:	<p>The role will involve developing relationships with internal business areas and suppliers. You must be a confident communicator at all levels and work well as part of a team. Primarily responsible for supporting the Service Management Function, comprising Technical Account Managers and Service Delivery Managers. Attention to detail and familiarity with vendor tools and systems is beneficial for this role. Core responsibilities include, but are not exclusive to:</p> <ul style="list-style-type: none"> • Have a full understanding of CANCOM UK Catalogue and full Service Capabilities • Facilitate quote generation, pricing queries, reporting queries, requests for information. • Identifying where request should drive a contract change notification and ensuring this process is conducted to resolution. • General administration responsibilities to support Service Operations, Sales and Service Management function. • Identify where process gaps exist and work with business stakeholders to review and refine them. • Continually remain engaged with Service On-boarding function (Service Design, Pre-Sales, Service Transition) and the Service Operations teams to keep up date with their requirements, processes, procedures and systems • Responsible for the production of Service Management Reports • Key point of contact for some smaller accounts for escalation and communication purposes • Attend Service Management Meetings • Attend customer meetings, sometimes onsite, where appropriate • Identify any risks within the BAU Operation of our Managed Services Accounts • Work closely with the Compliance Team to continually improve on our Service Management processes.
Knowledge & Experience:	<ul style="list-style-type: none"> • Experience of working with contractual data and the ability to interpret and understand contractual obligations. • A working knowledge of IT hardware and software is desirable • Competent on Microsoft Word/Excel/Outlook • Experience of working in a commercial environment preferred • Demonstrable report writing skills

	<p>Experience in working within a MSP environment is desirable, however experience in working within a service provisioning environment is essential</p>
<p>Personal Attributes:</p>	<ul style="list-style-type: none"> • Highly enthusiastic, approachable and motivated to achieve targets. • Self motivated and able to prioritise workload effectively. • Excellent communication skills. • Flexible, strong work ethic, willing to go the extra mile to get the job done. • Passionate, professional, with a 'can-do' attitude at all times. • Proactive. • Approachable and helpful. • Well organised individual and excellent attention to detail. • Excellent interpersonal and communication skills, and ability to communicate with accuracy and clarity. • Ability to work in a rapidly expanding and fast changing environment. • Demonstrated ability to work under pressure. • Ability to build rapport and establish effective working relationships with both internal stakeholders and customers. • Aptitude for understanding and solving problems. • Innovative and forward thinking.
<p>Qualifications:</p>	<ul style="list-style-type: none"> • Educated to GCSE level (or equivalent) in Maths and English. • ITIL Foundation (Desired)