

Role: Service Delivery Manager
Department: Delivery
Job Family: TBC
Responsible to: Head of Service Management

Job Purpose:

Builds long-term, service- focused relationships with senior VIP stakeholders. Acts as a single point of contact and facilitates access to colleagues and subject experts. Maintains a strong understanding of customers' business and strategic objectives. Ensures services are aligned to business requirements. Oversees monitoring of relationships and acts on relevant feedback.

Main duties and responsibilities:

- Lead, manage and develop a high performing relationship with customers.
- Contribute to the development of the service relationship management framework and implement in line with agreed strategy.
- Use Voice of the Customer, or similar process, to ensure appropriate customer service update and feedback channels are in place.
- Promote and embed service catalogues, service management processes, tools, suppliers and standards within the target end- user community.
- Provide primary point of contact for the key business stakeholders of Technology Service Operations.
- Chair end- user service reviews and service reporting meetings.
- Responsible for actions to resolve and / or escalate issues and improvement actions with customers.
- Ensure the service catalogue is understood, and the services meet business requirements.
- Identify opportunities for service innovation and continuous service improvement.
- Manage demand for new or changed services. Document and prioritize requirements as required. Input into service design, service catalogue, and process design and tool configuration. When required support the Major Incident Management process.
- Anticipate and influence customer demand for services and work with Operations teams to manage capacity

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

Cyber Security and Risk Management responsibilities

- All members of the Cantium Executive and Operational Committees are accountable for ensuring the safety and integrity of the data held and processed across their specific service tower.
- It is your responsibility to ensure all security measures are implemented appropriately within your specific area, in addition to ensuring that all relevant processes and procedures are reviewed on a continual basis to comply with both Cantium policy and standards set by the ISO 27001, Cyber Essentials Plus and other standards as applicable.

Description of Business

The Company is dynamic and agile and is built on a new service culture based on 4 key principles;

- Fast
- Connected
- Insight Driven
- Customer-Led

The business model and people strategy build on these principles and will reinforce the company's reputation for delivering high quality back-office services to its customers.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Level 5 or degree qualification or equivalent in a relevant field and/ or relevant experience. • ITIL foundation.
Experience	<ul style="list-style-type: none"> • Extensive experience of working in a customer service environment. • Substantial experience of acting in a service delivery remit. • Experience of dealing with Senior Management & Senior Stakeholders. • Experience of operating within a political environment. • Experience of managing difficult situations.
Skills & Abilities	<ul style="list-style-type: none"> • Excellent problem-solving and analytical skills with a strong sense of ownership. • Demonstrates empathy with inexperienced users of computer systems/services and a patient approach in explaining computer software operation. • Excellent customer interaction skills in order to communicate effectively by telephone, face to face, in writing and with third parties.
Knowledge	<ul style="list-style-type: none"> • High level of Knowledge of IT service design and implementation methodology. • Excellent understanding of commonly used customer applications and their usage. • Full understanding of wider implications of the advice provided across functions.

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
 t: 03000 411115 e: info@cantium.solutions

Worrall House, 30 Kings Hill Avenue, Kings Hill Business Park, West Malling, Kent ME19 4AE
t: 03000 411115 e: info@cantium.solutions

Cantium Business Solutions, registered in England & Wales at Sessions House, County Road, Maidstone, Kent ME14 1XQ. Company No. 11242115. VAT No. 294 5402 88.

Filename: Service Delivery Manager

Please note - Version control is via SharePoint. This document is uncontrolled once printed