



SERVICE DELIVERY MANAGER

SALARY: £COMPETITIVE + CAR ALLOWANCE
LOCATION: REMOTE
HOURS: 37.5 PER WEEK



SERVICE DELIVERY MANAGER

The Role Description

The Service Delivery Manager forms part of the Service Delivery Team which sits in the risual Managed Services (rMS) division. The primary role of rMS is to provide excellence in management and support for all Managed Services clients to ensure that customer satisfaction and experience leads to growth, annuity and contract renewals.

The role of a Service Delivery Manager in the risual Managed Service Team is to:

- Liaise directly with risual Managed Services team and clients, forging and maintaining excellent communication links and relationships and ensuring that we deliver a quality service and high level of care to risual clients.
- Run client service review meetings, creating performance reports and presentations, tracking service improvements, quality and processes.
- Manage Service Transition and associated onboarding of clients into risual Managed Services.
- Define, document and agree Service Level Agreements (SLAs) with clients.
- Own and run a continual service improvement programme of works.
- Ensure services are delivered against contracted SLAs and KPIs and reviewed with clients regularly.
- Act as the key point for any escalations taking responsibility for ensuring a satisfactory outcome.
- Ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery.
- Produce detailed, regular reports, writing for both external clients and to meet internal requirements.
- Track profitability on accounts and ensure customer value is delivered
- Ensure service delivery is aligned and delivered to ITIL framework and ISO2000 certification standards.

Essential Criteria

- To be successful in the role, you must be able to demonstrate the following skills and experience:
- Must have a minimum of 2 years' experience within a Service Delivery role or Service Operations team leader role
- Must have experience of working within the ITIL framework and can evidence that with an ITIL certification.
- Must have excellent & influential written and verbal reasoning skills
- Must be able to evidence excellent customer service skills
- Excellent attention to detail
- Able to exceed against service management KPIs and targets
- Must be able to show a commercial understanding and understand how Managed Service provide value to the client
- Must hold or be able to successfully achieve and maintain NPPV3 with SC.
- Must have good analytical skills to produce and analyse Service reporting and Management information

Want to apply?

If you like what you see and want to apply, please email careers@risual.com with a covering letter and your CV. One of our talent specialists will be in touch to discuss further.