

Role Profile			
Job Title	Service Delivery Manager		
Section	Service Delivery Management	Department	Infrastructure & Operations
Reports to (Job Title)			
Suitable for Job Share (Y/N)	No	If no, state reason	Key Role
Location	Building 2, Derriford Business Park, Plymouth	Shift Pattern	No
DBS check required	Yes		

Job Purpose	Leads the delivery of end-to-end, high-quality shared services to multiple clients within a geographical area, ensuring that all contractual expectations are aligned and delivered with the Delt brand promise.
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Competencies and Output	<p>Ensures end-to-end BAU delivery and coordination of shared services, encompassing all contracted IT services to meet Delt's obligations.</p> <p>Builds and maintains excellent working relationships with operationally aligned clients within the Delt stakeholder framework.</p> <p>Works collaboratively with internal and external stakeholders to ensure plans are in place to achieve and maintain consistently high-quality services to Delt's clients evidenced through SLA / KPI.</p> <p>Delivers customer experience improvement plans for the area to ensure a consistently high level of satisfaction with Delt service delivery, evidenced through service reviews and surveys.</p> <p>Ensures quality communications to clients where a service-related communication is required – for example, Major Incidents.</p> <p>Develops and executes continuous service improvement plans with internal delivery stakeholders.</p> <p>Acts as the primary client escalation point for service related matters aligned to the Delt escalation process when all other avenues have been exhausted.</p> <p>Owns operational risk register for assigned area and works with key stakeholders to manage risk and develops plan to mitigate.</p>
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	<p>Works alongside the other relevant stakeholders, to ensure all aspects of operational service are owned by the service organisation</p> <p>Represents the interests of the client in appropriate meetings, such as the change advisory board. Provides the primary voice of the customer for all service-related issues, feedback and suggestions back to the functional delivery managers.</p> <p>Generates reports as required, including the provision of essential narratives for service level reports.</p> <p>Prepares for and represents Delt at appropriate client meetings.</p> <p>Uses knowledge of Delt's service portfolio and IT strategy to assist business development in identifying potential leads where appropriate.</p>
<p>Experience, Knowledge, Skills and Qualifications</p>	<p>Demonstrable experience in delivering exceptional customer experience to clients in an IT environment.</p> <p>Has proven experience in developing and executing successful service improvement.</p> <p>Degree educated (or equivalent level of experience), must be qualified to ITIL v3 Foundation level or will be working towards this qualification.</p> <p>Demonstrates ability to develop strong and trusted relationships with key stakeholders (internal and external) in order to support and enable strategic business goals.</p> <p>Possesses strong problem solving and analytical skills.</p> <p>An ability to organise and plan to meet operational goals, objectives and priorities with minimal support. Self-motivated to achieving deadlines.</p> <p>Must have excellent communication skills at all levels whilst possessing a well-developed business acumen.</p> <p>Have a full UK driving licence.</p>
<p>Corporate Standards</p>	<p>In accordance with Delt's organisational policies and guidance on information management and security, it is the personal responsibility of all employees to ensure data protection, client confidentiality and appropriate information governance.</p> <p>All employees must act at all times in accordance with appropriate legislation and regulations, codes of practice and Delt's policies and procedures.</p> <p>All employees must work with the requirements of our Health and Safety policy, ensuring safe systems of work and procedures.</p> <p>Undertake all duties with regard to the Delt equalities policy and relevant legislation.</p> <p>In a 'people first' environment, the post holder must both be aligned and aspire to Delt's values and expected standards of behaviour for them and their team(s).</p>

