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| Role Title  | Service Delivery Manager |
| Function & Dept. | Service Delivery Manager, Service Delivery |
| Career Growth Level | Contributing & Developing (D) |
| CGP Descriptor  | Qualified specialists, recognised for their expertise, serving as pivotal contributors in various domains. These specialists play a vital role in influencing and shaping new business strategies, policies, practices, and content, catering to both external and internal customers. Their responsibilities may encompass problem-solving and the development and execution of purpose-driven solutions, often of a complex nature, to meet the specific needs of both external and internal customers. |
| Team  | Service Delivery |
| Reports to | SDM Lead |
| Role Purpose  | The Service Delivery Manager role manages a Customer or portfolio of Customer accounts of annual account revenues between £500k and £4m. The Service Delivery Manager fully understands the contract, commercials and SLA’s/KPI’s within their Customer portfolio and is a key customer advocate, acting as the voice of the customer internally. The role requires the ability to develop, grow and nurture positive relationships with the designated Customer organisation, suppliers, and internal delivery functions.The Service Delivery Manager works closely alongside the aligned Account Manager and/or Customer Success Manager on account planning and growth across all Customers in their portfolio.  |
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| Key Responsibilities  |
| Act as a customer advocate and a strong voice of the customer internally.Work with stakeholder functions (Customer and internal) to contribute or take the lead in identifying operational service improvements, seeking value add, increasing revenue opportunities and reducing the cost of support across a customer or portfolio of accounts. Build excellent relationships with both customers and internal SCC stakeholders and be a collaborative partner with other internal departments to deliver the best possible customer experience.Contribute to Account Plans for customers within the portfolio.Engage with stakeholders in the transition lifecycle stage for the implementation, transformation/addition and retirement of services and assist with the definition and creation of any associated AIS requirements mitigating/managing any identified risks as appropriate. Be fully conversant with the signed contract and its operational translation and seek to remove any ambiguity.Ensure billing information for the services delivered is accurate and executed, including where there is a variable element. Work with Customer Success and/or Account Management teams to respond to any queries, or proposed changes (such as re-baselining) as required. Work with SCC operational and primary stakeholders (Customer and internal functions) in context of contractual commitments, manage service credit/penalty scenarios, negotiating where appropriate to reduce risk of financial exposure/losses on P&L. Continually review cost model/delivery approach to drive down the cost of delivery.Work with stakeholders (customer and internal functions), using Best Practice Methodologies, Continual Service Improvement (CSI) in context of contractual/commercial commitments and SLAs, to manage and improve the customer perception. Measure the improvement by the agreed SCC satisfaction rating/scoring/benchmark process.Develop and contribute to Service Improvement initiatives and CSI Plans, with measurable KPIs and drive through agreed implementations or corrective alignment to services.Own/contribute to Continuous Service Improvement Plans (CSIPS) and agreed measurements.Work with the appropriate stakeholder teams to ensure that the standard SCC SMS reporting tools and service tool sets deliver the appropriate/defined contracted customer service reporting at agreed frequencies.Ensure operational Service risks are captured on the Service Risk Register and treated accordingly. Ensure Customer Success and Account Management teams are informed where such risks present a material threat to the quality of the service provided, along with any proposed mitigations. |
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| Person Specification |
| Financial know-how in managing and tracking financial profitability of customer accounts, identify opportunities for cost optimisation.Knowledge of Managed Services methodologies (KPIs, Processes, Improvements).Knowledge in managing and controlling the operation of formal contracts for the supply of products and services.Customer facing experience and ability to communicate effectively at the appropriate levels, internally and externally with customers.Ability to manage multiple tasks in an accurate and timely manner, often against deadlines.Excellent written and verbal communication skills.Ability to translate and communicate business requirements and service requirements/specifications to varying levels of audience.Data Analysis - ability to organise, interpret, structure and present data into useful information that provides context for the data.Relevant knowledge in the overall concepts, processes, policies, and methods associated with the Continual Service Improvement phase of the Service Lifecycle. Great problem-solving skills.  Possess skills in mediation, active listening and negotiating win-win outcomes.Strategic thinking - ability to understand the bigger picture to uncover potential challenges and opportunities for the long term and turning these into a compelling vision for action.Good Word, PowerPoint, and Excel skills, with a demonstrable ability to build well-presented and logical documents and presentations. |

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| Key Competencies |  | Level  |
| 1. | Stakeholder Relationship Management | 2 |
| 2. | Continuity Management | 2 |
| 3. | Contract Management | 2 |
| 4. | Key Account Management | 2 |
| 5. | Continuous Improvement | 2 |
| 6. | Finance, Cost Control and Budgeting | 2 |
| 7. | Influencing & negotiating | 2 |
| 8. | Communication skills | 2 |
| 9. | Relationship Building | 2 |
| 10. | Planning and organising | 2 |
| 11. | Data Analysis and reporting | 2 |
| 12. | Presentation skills | 2 |

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| Value Behaviours  |  | Level |
| 1. | Responsibility  | N/A |
| 2. | Passion  | N/A |
| 3. | Customer First  | N/A |
| 4. | Agility  | N/A |
| 5. | Family  | N/A |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |
| 2.0 | March 2024  | Formatting of cells  | HR  | March 2024  |