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Description automatically generated with low confidence

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| Role Title | Service Assurance Manager |
| Function & Dept. | 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 Team |
| Reports to | Service Delivery Manager |
| Role Purpose | The role will focus on ensuring that the services are being delivered as per the agreements, requirements, targets and objectives. In addition, the Service Assurance Manager will ensure that service is delivered according to the Service Desk code of practice with Customer satisfaction at the heart of every ticket.  Quality monitoring and customer satisfaction surveys will allow SCC to assess the way in which the service has been delivered and the customer experience.  The Service Assurance Manager will seek and promote service improvement initiatives to improve or adapt the quality of Service Desk performance and the end user experience. |
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| Key Responsibilities | |
| 1. IT Service Assurance Manager to build excellent relationships with the customer and other key suppliers to aid continuous improvement and service quality.  2. Ensure performance is managed and monitored to SLAs and issues are dealt with promptly and in line with contractual obligations  3. Enhanced ticket management – support with a hands on approach to Incident Management  4. Call quality monitoring – reviewing call recordings and scoring against best practice.  5. Review Customer Satisfaction surveys which will inform the Service Assurance plan.  6. Face off with customer on ITIL process governance  7. You'll ensure key stakeholder are engaged, that underpinning data is timely, accurate and insightful. Appropriate action will be taken to ensure that the agreed contractual mechanisms are working.  8. Serving as an ITIL (or equivalent methodology) expert in the analysis/development of IT Service Management Industry best practice processes including Major Incident Management, procedures and methods to promote effective business and systems operations through standardisation, improvement and simplification.  9. Provide IT input as appropriate to ensure support requirements are factored into service arrangements. Assisting with regular service review meetings to look at performance, you'll analyse data to recognise trends, root causes and agree improvement plans  10. Ownership of staff development and training plans  11. Continual development of assurance process documentation and control  12. Records all issues and helps to design ways to prevent similar problems in the future  13. Analyse and investigate a broad range of threats or activities occurring on client devices, maintaining a high level of confidentiality and documenting incident details accordingly. | |
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| Person Specification | |
| 1. Experience in IT Managed Services  2. Experience in working in a Service Assurance/Delivery environment and implementing ITIL/service management strategy and processes.  3. Able to influence relationships and communicate with stakeholders  4. Ability to work to deadlines under pressure.  5. Ability to sort, review and analyse data in order to provide summary and trend reports.  6. Advanced skills in Microsoft Office to include 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. | Continuous Improvement | 2 |
| 2 | Data Analysis & Reporting | 2 |
| 3. | Process Management | 2 |
| 4. | Communication Skills | 2 |
| 5. | Customer Service Support | 2 |
| 6. | Stakeholder Relationship Management | 2 |

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| Management  Competencies |  | Level |
| 1. | Leading, Developing and Managing People |  |
| 2 | Problem Solving and Decision Making |  |
| 3. | Influencing Others |  |
| 4. | Embracing the need for change |  |
| 5. | Thinking & Acting Strategically |  |
| 6. | Planning & Analysis |  |
| 7. | Performance Management |  |
| 8. | Employee Experience |  |
| 9. | Resourcing |  |
| 10. | Competency Assessment |  |

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

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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 |