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| Role Title | Service Delivery Manager - Cyber |
| Function & Dept. | Service Delivery Manager, Service Delivery |
| Career Growth Level | Collaborating & providing Technical Knowledge (E) |
| CGP Descriptor | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or Operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team | Service Delivery |
| Reports to | Cyber Operations Director |
| Role Purpose | The Service Delivery Manager role manages a service or portfolio of security services with differing annual account revenues. The Service Delivery Manager fully understands the contract, commercials and SLA’s/KPI’s within their Service portfolio and is a key customer advocate, acting as the voice of the customer working with delivery teams and overall account teams. The role requires the ability to develop, grow and nurture positive relationships with the designated Customer organisation, suppliers, and internal 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 | |
| 1. Creating a positive service delivery with the customer - this will require a collaborative approach both internally and externally ensuring that the voice of the customer is always at the heart of what we do.  2. Delivering accurate billing & contractual understanding – the SDM holder will ensure that SCC can correctly bill the customer in line with the T&Cs in the contract, allowing for any variabilities to be taken into account. This will require the role holder to have extensive understanding of the contractual commitments and requirements from both SCC & the customer, furthermore, responding to any queries, or proposed changes as required. They will also conduct ongoing future service revenue forecasting to ensure financial health and accuracy of forecasting within the services P&L.  3. Service reviews– create service review packs and accurate documentation that is used to deliver frequent service reviews to the customer (according to the contractual schedule).This will include understanding and reporting on all contractual commitments (i.e. SLA’s, OLA’s, XLA’s). It is key that SCC can demonstrate how we have performed against the service.  4. Continual service improvement – The SDM will identify and implement Service improvement plans which assist SCC to improve the customer satisfaction around the delivery of the services. This will involve working with different business units to bring teams together with a view to making a measurable improvement to the service/s.  5. Providing insights – The SDM will be required to inform the business in understanding areas of potential service growth on the account. The information provided may also give insights into new future potential service lines that could be added to the portfolio.  6. Implementation, onboarding & retirement – the SDM will be a key stakeholder in the implementation, transformation/addition and retirement of services and assist with the definition and creation of any associated acceptance into service requirements mitigating/managing any identified risks as appropriate. The SDM should also have an awareness of any project activity that will impact the services.  7. Optimise service & cost efficiencies - The SDM will work closely with all relevant operational teams to ensure SCC is delivering an optimum and cost-effective service.  8. Contract renewal – The SDM is required to either participate or where applicable support the contract renewal.  9. Risk Management - The SDM will identify and manage any risks to service which will be documented and held on a customer specific risk register highlighting the risk level and remediation date or acceptance by the customer. These risks will be reviewed as part of the ongoing service reviews. | |
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| Person Specification | |
| 1. Continual Service Improvements - proven ability to manage/lead Service Improvement Plan’s and continual service improvement processes for a service portfolio.  2. Customer Service – Posses strong customer communication skills and have a high level of competence to work with customers and internal teams across multiple service lines. In addition, the job holder will demonstrate a passion for customer excellence.  3. Communication – Posses strong interpersonal and communication skills to build and maintain relationships with clients.  4. Presentation skills - good Word, PowerPoint, and Excel skills, with a demonstrable ability to build well-presented and logical documents and presentations.  5. Strategic thinking - the 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.  6. Data Analysis – ability to organise, interpret, structure and present data into useful information that provides valuable context.  7. Technical proficiency - deep understanding of the Microsoft security products and service. The ability to understand its architecture, and the technical environment in which service operate in. cyber service managers must be able to grasp technical details and translate them into actionable insights  for customers.  8. Cyber Security Experience – have experience working in and around cyber security focussed teams and individuals, ideally in a managed security service provider capacity to deliver customer outcomes | |

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| Key  Competencies |  | Level |
| 1. | Stakeholder Relationship Management | Level 2 |
| 2 | Contract Management | Level 2 |
| 3. | Data Analysis and reporting | Level 2 |
| 4. | Finance, Cost Control and Budgeting | Level 2 |
| 5. | Communication skills | Level 2 |
| 6. | Continuous Improvement | Level 2 |

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

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| Version | Date | Description | Approved by | Date |
| 1.0 | November 2023 | Original | HR | November 2023 |
| 1.1 | September 2024 | Update | HR |  |
| 1.2 | March 2024 | Re-write | HR | March 2025 |