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| **Role Title** | Service Support Manager (SSM2) |  |
| **Function** | Service Management |  |
| **Team** | Service Management Team managing a portfolio of small non-complex customers or supporting an SDM on a large account with functional responsibility |  |
| **Reports to** | Service Manager |  |
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| **Role Purpose** | The role provides a critical support function for the Service Delivery team both internally and externally.  They will assist Service Delivery Managers in providing an excellent customer experience and focus to provide a consistent support mechanism for all customer contracts.  The Service Support Manager assists in driving customer service SLA achievement and customer satisfaction by maintaining accurate Customer data on action trackers, risk logs, SIP’s (Service Improvement Plans), contract trackers and other customer documents daily. They will assist and support the Service Delivery Manager to coordinate actions and activities to resolve customer BAU issues.  This role will either manage a portfolio of non-complex customer accounts or providing support to a large key account with functional responsibility of elements of the service supporting the Service Delivery Manager.  The role will focus on customer experience, customer growth, retention, satisfaction, and profitability which feeds into the overall business strategy.  A strong working relationship with the SCC sales representatives aligned to the customer portfolio is required and the management and reporting of the customer opportunities and overseeing account planning for this area should be identified, understood, and reported to the Service Manager.  They are also a key customer advocate, acting as the voice of the customer both internally and externally and support the Customer Experience Strategy for all customers within their responsibility.  Success in this role will be demonstrated through being a positive and pro-active team player in the Service Delivery Team. The role requires great coordination/organisation skills and the ability to interrogate data.  Deputises for the SDM when needed. |  |
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| **Key Responsibilities** |  |  |
| 1. | **Account Management**   * Assist and enable the population of the Account Plans supporting the SDM / SM, as an account team in partnership with the Sales Team * Assist SDMs and SMs in development of opportunities to extend, negotiate and expand the SCC undertaking and drive incremental revenue. * Understand the Customers business, the Account plans, and SCC Company Strategy * Support SDMs and SMs with Account management to provide a consistent approach and to assist with opportunities * Act as the voice of the Customer internally supported by Service Delivery Managers and Heads of Service Delivery * Build relationships with both Customer and internal SCC stakeholders * Contribute towards and Support Service Delivery Managers in the resolution of account issues and escalations and take ownership of BAU issues. * Support the process of ensuring SCC management are advised of major service issues (to minimise surprise and exposure) |  |
| 2. | **Financial, Commercial & Contract Management**   * Ensures commercial / service charges are managed and invoiced in line with financial cadence * Assists with the provision of all relevant data to enable the SDM/SM to oversee and influence the management of Service Credit negotiations * Assist with the management of the underlying cost of Service as defined in the agreed Service Cost Model * Assist with the identification of possible cost reduction opportunities * Assist with the day-to-day contract mechanics (such as identification and follow up of possible variations to contract) * Provide support to Service Delivery Managers/Account management in renewals and extensions * Assist with the provision of accurate data as appropriate to enable accurate financial forecasting by the SDM/SM * Identify and advise on any nominated accounts where no or inappropriate Service management Funding is being received and work with SDM/AM/SM as appropriate to agree corrective action * Working with Operational teams and primary stakeholders in the context of contractual commitments to manage service credit/penalties and notifying management of any such impending likelihood via the agreed governance & reporting mechanism * Ensure the opportunities to extend, negotiate or expand the SCC undertaking and drive of incremental revenue are reported through to the appropriate level of management |  |
| 3. | **Performance Management**   * Apply an agreed escalation process for services issues is in place and understood by the team and customer * Ensure ownership of escalations and effectively contribute to the escalation management process * Review service breakdowns to implement process improvement opportunities * Apply measures and maintain OLA's and SLA's * Assist/ensure that the contracted services are fit for purpose for the customer requirements * Assist/enable the identification and management of operational service risks for all customers within portfolio * Assist /Ensure service quality measurements are in place * Apply consistent process and documentation is applied across customers |  |
| 4. | **Operational Contract Management**   * Apply knowledge to become fully conversant with the portfolio of customer contracts and its operational translation and assist the Service Delivery Management internally to remove any ambiguity * Follow and assist in overseeing the sign off request for change and associated risks both internally and with the customer. Sign off low risk or small to medium change * Ensure effective and early lines of communication with Projects and Transition to mitigate potential impact to live service. * Provide assistance to the Service Delivery manager, working with stakeholders (Customer and internal functions), to provide management support with stakeholder 3rd party suppliers that underpin any contractual performance measures or deliverables /services to SCC Customers. * Working with stakeholders (Customer and internal functions), Assist in providing management support with stakeholder 3rd party suppliers that underpin any contractual performance measures or deliverables/services to SCC Customers. * Ensure all appropriate teams are actively involved in on boarding new contractual requirements & overseeing the transition into service for additional services, ensuring AIS is completed, and any known risks are managed * Ensure that active involvement in the onboarding of a customer is applied and/or assist the service delivery manager at Contract finalisation * Follow and apply knowledge to be able to support the major incident management process as needed * Ensure consistent process and documentation across the team. Work with other SSM/SDMs to ensure this is consistent across the department. * Acts as initial escalation point for Customers on BAU issues * Maintains risk tracker (overseen by named higher level Service Delivery Manager) * Organises and deputises for the SDM in Service Review meetings * Runs weekly operational reviews (for smaller/non-complex Customers) * Owns and delivers a functional element of an assigned customer and runs this without support of Service Delivery Manager |  |
| 5. | **Customer Experience Strategy**   * Be fully conversant with the Customer First programme and support in line with Business Strategy from key areas of the programme: * Voice of Customer – ensure we understand customer view of the company & the services we deliver and have a roadmap to address * Customer Experience Strategy – Assist and Enable in making sure we have a fully documented & agreed customer strategy * Customer Satisfaction – drive and support the business tragedy target in response rate and target measures |  |
| 6. | **Service Management/Improvement & Value Creation**   * Contribute to the management and continuous improvement of the customer perception. * Assisting and enabling the process of generating and distribution of Customer satisfaction surveys and the collation of responses * Assist in the measurement of customer satisfaction on a regular basis for all customers. * Working with the SDM, assist in the review of customer comments and observations and the execution of service improvement actions to ensure that Service Improvement plans are regularly updated and maintained. * Working in association with the SDM, customers and internal stakeholders, assist in the identification and management of Critical Success Factors that reflect the agreed service improvements and that can be appropriately measured via KPIs or other measures. * Assist and support the SDM in driving through initiatives and opportunities for additional services, early contract renewal and/or transformation * Assist the SDM in Increasing the value-add proposition by fully understanding the requirements of the customer and what they perceive as value from the SCC * Assist the SDM to identify areas of cost reduction, where appropriate for both SCC and the Customer |  |
| 7. | **Reporting & Governance**   * Assist the account team working with the appropriate stakeholder teams, that standard SCC tool sets deliver the appropriate / defined contracted customer service reporting at agreed frequencies * Support and assist SDMs and SMs in ensuring the correct governance framework and cadence are in place with each customer. * Ensure agreed performance statistics and reporting are provided to the customer * Ensure that agendas, minutes, actions, and associated reporting requirements are implemented and maintained. * Creates, update and manages service and trend reporting * Completes agendas, minutes, actions, and associated reporting * Work with SMO to ensure full adherence with any audit requirements in line with ISO 9001 compliance |  |
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| **Person Specification** | |  |
| 1. | At least 3 years' experience in a IT customer facing role |  |
| 2. | An understanding of the customer P&L |  |
| 3. | Knowledge of the contract and services that it is made up of |  |
| 4. | An understanding and be able to apply knowledge of the contract and services to situations as they occur. |  |
| 5. | Ability to manage administration and multiple tasks in an accurate and timely manner, often against deadlines |  |
| 6. | Ability to communicate effectively at the appropriate levels, internally and externally with Customers |  |
| 7. | Excellent written and verbal communication skills |  |
| 8. | Good Word, PowerPoint, and Excel (Formula creation & lookups) skills, with a demonstrable ability to build well-presented and logical documents and presentations |  |
| 9. | Ability to translate and communicate business requirements and service requirements / specifications to varying levels of audience |  |
| 10. | Ability to work to deadlines under pressure |  |
| 11. | Knowledge of Managed Services methodologies |  |
| 12. | General understanding of the IT industry, infrastructure systems and hosting |  |
| 13. | Experience of working within/aligning to an ITIL environment |  |
| 14. | ITIL Foundation Qualification |  |
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| **Key Competencies** |  |  |
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| **Value Behaviours** | |  |
| 1. | Responsibility |  |
| 2. | Passion |  |
| 3. | Customer First |  |
| 4. | Agility |  |
| 5. | Family |  |

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| **Version** | **Date** | **Description** | **Approved by** | **Date** |
| 0.1 |  | Draft |  |  |