

Job Title:	Head of Service Management
Division:	Professional Services
Issued to:	
Date:	December 2019
Location:	Jigsaw24 HQ, Nottingham

KEY PURPOSE OF ROLE:

Reporting into the Service Delivery Director, the Head of Service Management will work as part of the services management team operating a multi-faceted role in managing and mentoring a team of Service Delivery Managers, ensuring that we are delivering a first class service to our existing and future managed customers, as well as fulfilling a Contract Management role for Jigsaw24's larger and high profile contracts.

KEY DELIVERABLES

- Service Delivery Management Team Development
- Customer Relationship Management
- Contract Management and Improvement
- Contract Governance
 - Contract Financial/Commercial Management
 - Contract P&L Management and Reporting
 - Contract Risk Management
- Escalation Management

RESPONSIBILITIES – Head of Service Delivery Management:

- Proactively lead and direct a team of Service Delivery Managers
- Manage and drive a high performing team, with constant improvement and development in line with the business roadmap
- Ensure that the team has the appropriate qualifications and accreditations, providing a forward view forecast for training and development across the service, financial and commercial areas
- Provide succession planning and growth for the team in line with business requirements
- Create, publish and execute the vision and direction for the Service Delivery Management function
- Ensure that the Service Delivery Managers each have an agreed set of KPI's covering both service delivery and financial targets
- Work collaboratively with colleagues in Sales and Pre-Sales to ensure that we have the appropriate resource to map on to the pipeline of advanced opportunities
- Shape, develop and execute service delivery strategy via service development/improvement plans, thus delivering continual service improvement to our customers

RESPONSIBILITIES – Contract Management

- Maintain overall accountability for all aspects of J24's engagement with a customer or customer group
- Manage day to day relationships with key stakeholders, building strong, sustainable and productive working relationships
- Manage the profitability of allocated contracts, understand the resources and costs required, and utilised, in the delivery of contracts to provide comprehensive/timely P & L reporting
- Be accountable for delivery of all services within agreed Service Levels
- Produce and manage Service Development Plans

- Manage and be responsible for an accurate and up to date Risk Register
- Act as point of escalation for customer issues & co-ordination of resources
- Where appropriate manage the transition of new services into support
- Ensure that regular Service Reports are provided, incorporating appropriate Key Performance Indicators to show performance of the services provided against the terms of the contract
- Chair regular review meetings focussing on performance against contract and opportunities to develop the relationship with the customer
- Maintain an obligations tracker and manage delivery of contract obligations
- Support Sales with the negotiation of new contract and the re-negotiation of existing contracts
- Ensure that all contracted and adhoc services are invoiced in a timely manner eradicating any revenue leakage
- Collaborate with the finance teams to ensure that all outstanding debt is managed and minimised
- Identify additional opportunities and either progress directly or work with the Sales Account Manager to develop
- Ensure all out of scope chargeable revenue information is captured and submitted for invoice at agreed intervals
- Support pre-Sales activity on new services & solutions
- Support the development and delivery of the services portfolio by influencing and driving the managed services teams

Personal Characteristics & Management:

- Diligent and methodical with a high degree of independence, and an ability to work on their own initiative
- Strong organisational skills, with the ability to manage multiple workstreams
- A resilient and fastidious individual who insists on high standards and recognises the importance in the smallest of detail and deliverables
- Good communication skills, with the ability to operate at a business stakeholder level
- Organises and clearly prioritises; prepared to set an agenda or take the lead
- A strategic thinker who can identify opportunities that will make the largest impact to contract and service performance
- Develops a plan to drive departmental performance and delivers against it. Does what is necessary and removes barriers where necessary or appropriate

CONTINUAL IMPROVEMENT:

- Take ownership for personal development and strive to continually improve on existing skills in order to enhance performance
- Demonstrate innovation, suggesting ways of improving performance, customer satisfaction and generating additional business

MANDATORY REQUIREMENTS OF THE JOB HOLDER:

- Identify potential business opportunities for the Company
- Accurately implement and work in line with Company policies and procedures
- Maintain professional standards of quality of work, personal presentation and personal conduct, projecting a professional image at all times
- Maintain an accurate diary, utilising communications equipment and remain as accessible as possible throughout the working day
- Ensure you obtain permission before incurring costs for which you expect the Company to reimburse you
- Carry out additional responsibilities as requested by the Management team

Signed by Employee:	Signed by Employer:
Signature:	Signature:
Date:	Date: