

Job Title:	Senior Service Delivery Manager
Division:	Professional Services
Date:	September 2020
Location:	Jigsaw24 HQ, Nottingham

KEY PURPOSE OF ROLE

Reporting to the Head of Service Delivery, the key purpose of the Senior Service Delivery Manager role is to manage and be responsible for the operational and financial success of the services delivered to your nominated contracts. Responsibility will include:

- Adherence to contracted SLAs.
- Service level management.
- Relationship management.
- Service delivery strategy and development.
- Financial/commercial management.
- Matrix management of service desk and technical teams.
- Third party and vendor management.

KEY DUTIES AND RESPONSIBILITIES

- Manage the delivery of service to the nominated contract(s), providing comprehensive/ timely reporting.
- Manage day-to-day relationships with key stakeholders, building strong and productive working relationships.
- Fully understand customers' business and technical environments and be proactive in aligning Jigsaw24 resources to ensure the most efficient delivery model.
- Present quarterly Contract Governance reporting to the Senior Leadership Team, providing narrative and context to the financial, commercial and service performance for the period.
- Prepare regular Service Reports incorporating appropriate key performance indicators to show performance of the services provided against the terms of the contract.
- Run regular Service and Operational Review Meetings, focusing on performance against contract, service improvement initiatives and opportunities to develop the relationship with the customer.
- Collaborate with the internal service, operational and project teams to understand trends, challenges and improvement opportunities, driving action plans for mitigation and improvement execution.
- Produce, agree and implement a Continuous Service Improvement Plan.
- Ensure that you have an up-to-date register of risks, both commercial and operational, and that you have mitigation action plans in place to address each risk identified.
- Matrix management of Service Desk, Service Operations and Project team members as appropriate.

- Understand the resources and costs required, and utilised, in the delivery of the contract and drive improvement programmes to ensure service expectations are met and then improved upon.
- Understand the detail of all aspects of the contract, ensuring a thorough understanding of Jigsaw24's obligations, and that these are delivered against.
- Address with the customer those aspects of the contract that cannot be delivered, and progress contract change controls with the agreement of the senior management team.
- Manage and maintain an accurate record of charges, costs and billed activity in line with Jigsaw24 guidelines.
- Where appropriate, ensure that all elements of the service that are to be delivered via partners are covered by contracted terms that are at least equal to Jigsaw24 contracted deliverables and that the partner is managed appropriately to ensure their obligations are met.
- Act as a point of management escalation for customer issues and co-ordination.
- Act as first point of reference for penalty claims and manage these to a resolution.
- Where appropriate, act as a point of reference for onsite resources.
- Keep up to date with industry trends and technological advances by accessing various forums, news feeds, and investing time to understand changes and updates in relevant market offerings.
- Support sales and bid management in the sales cycle and in re-negotiation of contracts as appropriate.
- Support pre-sales activity on new services and solutions, ensuring alignment to existing services that are provided.
- Ensure adherence to all Jigsaw24 procedures, including escalation, complaint, quality, confidentiality, security and virus policy.

SKILLS AND QUALITIES

- Thorough understanding of the services provided.
- Significant demonstrable experience in external client-facing roles delivering IT service.
- Good commercial awareness with an ability to create and present management-level reporting.
- Ability to plan, run and manage effective meetings at all levels.
- Strong relationship skills at senior management and director level, projecting a professional image.
- Excellent matrix management skills to ensure all teams deliver to their full potential.
- Continuous improvement ethic – able to identify and implement service improvements.
- Strong reporting and analytical capability.
- Ability to understand and interpret legal contracts.

TECHNICAL SKILLS

- Ability to use internal systems in relation to the role.
- A clear understanding of the technologies and solutions within the Jigsaw24 portfolio.
- Advanced knowledge of the Microsoft Office suite of products.
- Good knowledge of Jigsaw24's customer procedures and best practice.
- In-depth Salesforce knowledge.
- ITIL Foundation v3 or v4.

KEY PERFORMANCE METRICS

- Performance against contract SLAs.
- Performance against financial and commercial KPIs.
- Service improvement initiatives delivered.
- Year-on-year efficiency improvement.
- Customer satisfaction.
- Contracted revenue growth.

CROSS FUNCTIONAL WORKING

- Effectively matrix manage resources to deliver against contractual and financial objectives.
- Provide feedback to the management team on all areas of performance within your responsibility.
- Escalate risks and issues to the Senior Management team in a professional and timely manner.

CONTINUAL IMPROVEMENT

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

MANDATORY REQUIREMENTS OF THE JOB HOLDER

- Identify potential business opportunities for Jigsaw24.
- Accurately implement and work in line with company policies and procedures.
- Maintain professional standards of quality of work, personal presentation and personal conduct in relation to yourself and your team.
- Maintain an accurate diary, utilising communications equipment and remain as accessible as possible throughout the working day.
- In line with company policies, ensure that you obtain permission before incurring costs for which you expect the Company to reimburse you.
- Ensure that all Company and customer matters are kept confidential by you at all times.
- Take good care of all Company-supplied assets.
- Carry out additional responsibilities as requested by the Management team.