

## Service Delivery Manager

### Short description of role

Salary: Salary Negotiable + Benefits

NCL is a specialised digital consultancy and managed-services provider for the public and private sectors. For over a decade, we've developed a strong reputation amongst our customers and partners, and we are very proud to have provided continuous IT support to the MoD for over 12 years.

We have a great opportunity for a Service Delivery Manager (SC cleared) with Defence experience to join NCL on a permanent basis.

You will be part of the Management Escalation Team providing on-call support to the delivery programme (pattern is based on 1 week on call in every 4).

The Service Delivery Manager (SDM) will ultimately be held accountable for the program's success. The SDM will serve as the primary point of contact for Authority and DCO stakeholders. The SDM will be empowered to improve the flow of management information on delivery. Using Service Management experience and associated tooling, the SDM be responsible for enriching the management layer with real time information. The role will cover support to both the end customer and suppliers to ensure the efficient operation of the Platform as a Service capability.

### Service Delivery Manager Key Accountabilities

- The Service Delivery manager is accountable for all aspects of the live service, including ensuring that contracted service levels are met
- Non-compliance to contracted service levels are briefed to Senior Management and Senior Customer stakeholders
- Promoting a collaborative working practice with the Authority and Managed Service Providers

### Service Delivery Manager Responsibilities and Duties

- Manage a medium sized team consisting of both company employees and delivery partners within a consortium
- Reporting on adherence to Service Level Agreement (SLAs)
- Aid MOD Customer Stakeholders on how to best exploit the Capability to maximise the efficacy of the service / capability
- Proactively manage all MOD stakeholders related to live service
- Raise any security risks / issues
- Manage Escalations from the Operations Manager for any operational issue which has occurred (people, technical & process)
- Run the Weekly & Monthly Service Delivery and Service Review meetings to ensure Senior Customer and Management stakeholders are briefed on Service Performance & Status
- Manage customer expectations
- Build relationships
- Create effective and efficient systems
- Overall supervisor of all resources
- Establish and streamline delivery and service management processes.

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## Person specification

- Reports to the Head of Managed Services
- Confident, articulate, very good presentation skills to senior stakeholders
- A level or Higher BTEC Standard education
- High standards of professionalism, integrity and confidentiality
- Reports to the Head of Managed Services
- Leadership skills
- Broad IT and Networking skills
- Strong focus on teamworking & collaboration
- SC clearance required

## Company Benefits

- Competitive Salary
- Workplace Benefits: Contributory Pension Scheme, Private Medical Insurance, Life Assurance, Critical Illness Cover, Health & Wellbeing
- 25 Days' Annual Leave (in addition to Bank Holidays)
- Performance Bonuses (Personal & Company)
- Excellent Career Progression Opportunities