

Job Description

Service Delivery Manager (Defence)

Short description of role

The Service Delivery Manager (SDM) for Defence accounts will ultimately be held accountable for the program's success. The Service Delivery Manager will serve as the primary point of contact for Authority and DCO stakeholders.

The Service Delivery manager 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.

Key accountabilities

- 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 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

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 with senior management and capture on risk register
- 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 and satisfaction in order maintain an above 90% CSAT score
- Build and maintain relationships within the delivery consortia
- Create effective and efficient systems to create and maintain efficient ways of working
- Overall supervisor of all resources
- Establish and streamline delivery and service management processes in line with ITIL & SIAM

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 & Perks

- 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
- On-call/call-out allowance, where applicable