

Senior Service Delivery Manager (SSDM)

Role Purpose: Manage all operational activities relating to Service Delivery, including Service Quality and Staff Management, within assigned customer(s) over a value of £1.5m pa

Line Manager: Delivery Director

Direct Reports

Multi disciplined team ranging from 1-40 people depending on client

Accountabilities

- Champion group culture with all staff, customers, partners and suppliers, to **create and enhance awareness and appreciation of the Amor brand**
- Develop and implement Service Management processes and procedures which align to the ITIL framework that **enable the Support Service to achieve KPI's and support growth**
- **Management** of the Services to **ensure adherence to the appropriate SLA's / KPI's**
- Motivate, develop and manage staff and contractors to **ensure efficient and effective delivery** whilst **maintaining and developing the customer relationship**
- Deliver against agreed operational procedures to **ensure quality and consistency of Service**
- Managing operational costs and maintain company financial controls **ensuring contract profitability**
- Provision of monthly reports, analytics and execution of delivery meetings to **customer requirements for contract monitoring**
- Resource management to ensure **consistent delivery**
- Assist in definition of appropriate technologies required to deliver service **to ensure efficiency & effectiveness**

Key relationship

- All levels within assigned customer to ensure customer satisfaction
- Sector and Delivery directors to and for support
- Human Resource – Recruitment & People Management
- Finance to ensure accurate and timely client billing
- Colleagues and peers

Impact

- Compliance to Customer's Service KPIs & Metrics
- Staff turnover and retention
- Develop Direct Reports
- Renewals and growth within the assigned customers

Authority

- Recruitment and staff management authority
- Service Design
- Financial authority within company guidelines

Outcomes

To provide a quality and cost effective service providing high levels of customer whilst ensuring that line staff are effectively managed and developed

SSDM: Competencies

One Amor Competencies

- Thinking Ahead – Strategic Thinking
- Leveraging Relationship - Navigator
- Managing People – Facilitating
- Delivering Results – Stretching
- Commercial Awareness – Maximising Profitability
- Holding Others to Account – Defining the Boundaries
- Managing yourself – Self Starting
- Staying Curious – Uses Radar

Functional/professional competencies

- ITIL Foundation V3 qualified
- Degree/Management Qualification or equivalent experience
- Ability to Manage diverse teams
- Relevant experience in a similar role
- Experience of management of controls of budgets
- Excellent communication skills
- Experience of design and implementation of new service processes