

Job Specification

Sector	Public Sector
Job Title	Service Delivery Manager (SDM)
Reporting To	Delivery Director
Permanent/Contract	Permanent
Location (On/Off Client Site/Offshore)	The role will be mainly office based but may involve working on client sites in the UK (when office based, this will be at our offices in Glasgow or Edinburgh).
Length of Contract	Perm only
Start Date	ASAP
Salary/ Contract Rate	Competitive salary plus benefits
Job Description Summary (experience, education, skills, environment)	<p>We are looking to recruit an experienced Service Deliver Manager to provide a professional and high quality support service to a strategic customer.</p> <p>This is a tremendous opportunity for the right candidate to join a leading business technology solutions provider, and take an active role in its expansion.</p> <p>Working closely with the Public Sector Management Team you will demonstrate 100% commitment to excellence in everything you do, a real desire to deliver quality service to customers at all times, the ability to lead a team through periods of change and growth, be self-motivating, flexible, hard-working and thorough.</p> <p>The successful candidate must demonstrate an excellent track record in large-scale Service Delivery Management contracts with blue chip and/or large Public Sector organisations. You will have strong background in IT Management and Service Delivery with a proven track record of managing people, systems and projects in a commercial environment. A thorough understanding of ITIL process is also essential.</p> <p>This experience coupled with your excellent management skills will enable you to:</p> <ul style="list-style-type: none">• Deliver against agreed operational procedures to ensure quality and consistency of service;• Manage the support team and helpdesk teams to ensure adherence to agreed SLAs / KPIs;• Champion and drive ITIL standards to improve service levels across the service delivery team;• Assist in the definition of appropriate technologies required to deliver the service;• Define, schedule and execute formal customer review meetings;

- Provide regular reporting and analytics to ensure customers and the service delivery team understand service performance and issues;
- Support the financial targets of the business by managing operational costs.

**Skills
(Essentials/Desirables)**

Essentials

Desirables

ITIL Service Management methodology supported by a formal qualification;

Ability to manage diverse teams;

First class communication and interpersonal skills;

Accomplished planning and organisational skills (can plan and meet own timescales);

Excellent customer facing skills;

Highly motivated and demonstrates initiative;

Ability to motivate and manage others.

Application development and/or support engineer background;

Prince2 accredited or have an understanding of Prince2 principles.

**Experience
(Industry/Hardware/Software)**

Candidates will have a level of experience in providing Service Delivery Management to blue chip and Public Sector organisations and proven management experience commensurate with the role.

Qualifications

Degree qualified

Miscellaneous

A full, clean driving licence is essential.

Candidates must be willing to travel and work away from home when required.