



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	CS5 - Service Delivery Manager - Consulting
Reports to:	Head of Service Delivery Function - Consulting
Location:	Home based
Department:	Delivery - NBGM

2. ABOUT THE ROLE	
What you'll be doing?	<p>You will act as a first point of contact and provide high quality support to specific clients as agreed with Head COO-Consulting. Your focus will be to coordinate internal resources to ensure any client engagement are delivered in line with outcomes and in accordance with contract terms and obligations.</p>
Key Responsibilities	<p>As Service Delivery Manager, working closely Head of Service Delivery, QA account management teams, you will be responsible for effectively managing consulting deliveries within a number of key clients, any geographically flexible location.</p> <p>The role will represent the client inside QA, reporting to Head of Service Delivery function in consulting ensuring quality and capability of the service to the client.</p> <p>You will also be the key contact for on-site, day to day management, Delivery Management face to face within the clients; and will work with the client to provide a consistently high level of service delivery across all required areas of business interaction.</p> <p>You'll with the sales and commercial teams to write and agree SLAs and KPIs with the clients. Also work closely with other divisions of the organisation.</p> <p>Manage the client relationship from a service quality and operations perspective, understanding both the business and technical aspects of the clients.</p> <p>Ensure that all agreed service level agreements with the client are met, as a minimum.</p> <p>Be commercially minded and work closely with the account management team to work towards business retention, contract renewal and service extension.</p> <p>For any service related issues, lead client and internal communication, and orchestrate necessary actions to ensure quick resolution.</p> <p>Act as an escalation point for any issues reported within the client and/or technical team.</p>

	<p>Provide weekly/monthly client reports for the delivery, including agreed SLAs. KPIs and service requests/issues. Reports should be available to the client and internal teams.</p> <p>Provide the account and bid/pre-sales team with detailed information on the output of QA Consultants on client projects, to enable new content generation to support bid responses and case studies.</p> <p>Excellent communicator with ability to present to client at senior level and internally to QA Management.</p> <p>Travel to client sites, potentially at short notice, will be an essential part of the role.</p>
KPIs & SLAs	<p>Measured on team's completion of tasks/objectives in-line with agreed SLA's/KPI's as well as your positive impact on customer service to internal and external stakeholders</p> <p>Positive feedback from QA sales and commercial teams using client satisfaction survey.</p> <p>KPI around production of Report and attendance of Governance meetings with Client based on the contractual obligations</p> <p>99%</p> <p>Escalations are dealt with promptly.</p>
Key Working Relationships	<p>Within QA deal with Sales and Consulting operations team.</p> <p>For client engagement - work closely with Account Managers and Delivery Leads and Consultants on site.</p> <p>From client perspective working closely with CxOs, Programme, Project, Delivery and Commercial Leads.</p>

3. ABOUT YOU

<p>Your Competencies</p> <p>1: Working Level</p> <p>2: Advanced Level</p> <p>3: Expert Level</p>	<p>Core</p> <p>Results Driven - 2</p> <p>Taking Ownership - 2</p> <p>Collaboration - 2</p> <p>Continuous Learning - 2</p> <p>Role Specific</p> <p>Customer Focus - 2</p> <p>Stakeholder Management - 2</p> <p>People Management - 1</p>
Your Experience	<p>Previous customer facing project management, delivery and relationship management experience</p> <p>Previous experience working with open source or enterprise software and their implementation.</p>

	<p>As a term of employment the jobholder may be required to undertake such other duties as may be reasonably required commensurate with their grade and position in the company.</p> <p>Excellent organisational and time management skills are essential to meet deadlines, often at short-notice.</p> <p>Ability to effectively prioritise and manage time to meet changing business needs.</p> <p>Must be methodical, accurate and numerate.</p> <p>Must be able to work under pressure and yet maintain a positive attitude at all times.</p> <p>Must be able to use own initiative and be proactive and flexible, with a willingness to undertake new tasks readily.</p> <p>Be able to manage contracts in Private and Public Sector</p> <p>Worked in Managed service organisation e.g. Systems Integration, Consulting Engagement, Telecoms or similar and knowledge of ITIL and Incident, Problem and Change Management</p>
<p>Your Knowledge</p>	<p>Understanding of influencing techniques</p> <p>Knowledge of the end to end project delivery cycle</p> <p>Broad appreciation of QA offerings</p> <p>Good understanding of contemporary learning styles and approaches</p>
<p>Your Qualifications</p>	<p>Ideally Degree level with Certification and Project Management and Service Delivery Management that would reflect degree level qualification.</p>
<p>What you'll bring to QA</p>	<p>Tenacious in approach whilst able to remain professional</p> <p>High level of resilience with a calm approach</p> <p>Able to travel - essential</p> <p>Driving licence with own car is desirable</p> <p>Willingness to undertake DBS, BPSS, SC, DV, Disclosure Scotland or similar if required for the role</p>