



JOB DESCRIPTION

1. JOB SPECIFICS	
Job Title:	Head of Service Delivery (Maternity Cover)
Reports to:	Director of Defence and HMG
Location:	Cheltenham
Department:	Operations

2. ABOUT THE ROLE	
What you'll be doing?	Responsible for the successful delivery of a large-scale contractual managed learning service, with approx. 30,000 delegates days per year and a growing Apprenticeship programme of over 300 learners per year. The Head of Service Delivery is a senior manager responsible for Designing, Implementing and continuously improving the Service strategy in line with clients evolving needs and the management of teams who execute that service. This includes but is not exclusive to, the meeting and exceeding of contractual KPIs, the smooth delivery of the service and regular restructuring of that service to meet the evolving needs of the customer, working in strong partnership with senior customer stakeholders, overseeing the delivery (trainer) community to ensure excellent quality within the classroom/virtual environment, accountability for the service teams that provide wraparound support for areas of the service to the client.
Key Responsibilities	<ul style="list-style-type: none"> • Develop and manage outstanding working relationships with senior client stakeholders, understanding their business needs in order to translate them into the delivery of the service. • Act as a point of escalation for all service matters arising for our customer, at all levels of seniority. • Regular (weekly/fortnightly) multiple client site engagement including London, Midlands and Cheltenham. • Monthly presentation of the QA Service performance at client Board Meetings. • Successfully challenging senior stakeholders and groups of stakeholders for the integrity of the contract and service. • Working across the management team to ensure service cohesion of contracts and commercials, resourcing and scheduling, consultancy and projects. • Senior management and responsibility of a large and growing Programmes Co-ordination function that delivers the service wrapper for flagship learning programmes • Senior management and responsibility of a dedicated highly specialist training team that deliver training across all aspects of clients learning needs

	<ul style="list-style-type: none"> • Senior management and responsibility of a dedicated Apprenticeship management team that deliver multiple bespoke programmes from L3 to L7 learners • Regular review and implementation of business change to maintain high consistency and quality of operational and logistical elements of the service. • Attend client strategic groups/meetings to steer and scope programme requirements in line with the service available. Responsibility for the delivery of service around all programmes. • To maintain a detailed view of customer requirements and work closely with Head of Resourcing and Director of Consultancy to ensure service resourcing forecasts are in place. • To build long-term value in the business by driving business improvements, raising customer satisfaction and achieving operational efficiencies. • Effectively assess service performance utilising ITIL, or similar, standards. Resulting in provision of a Service Improvement Plan to assess and improve efficiencies, customer satisfaction and overall account profitability. Ascertaining service maturity and ways to improve it is also important. • To oversee and build strong team engagement across all direct customer facing teams and indirect teams. Ensuring the group achieve efficiency benefits from collaboration of capability and that customers enjoy a joined up service. • Building and sustaining a highly capable, motivated and suitably scaled service delivery team. • Ensure the service is delivered within the contractual obligation of QA's 'supplier solution'. • Provide operational management that minimises delivery risks and delivers contract profitability. • To ensure that systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery. • To gather and provide management information reports to an agreed schedule (or on request), including management and KPI performance reports. • Review and sign-off quality and integrity of all management information provided to the customer. • Ownership of quality across two key contracts and influencing incremental improvements that realise benefits for our customer. • Implement and manage a Continual Improvements register to troubleshoot smaller service inefficiencies that can be addressed as part of BAU.
<p>KPIs & SLAs</p>	<ul style="list-style-type: none"> • NPS scores in line with, or above, business targets year on year • TQI scores in line with or above, business targets year on year • Meet or exceed all contractual KPIs across two contracts • Full compliance of contractual obligations • Staff attrition rate below 15% • Account profitability in line with target set within budget

	<ul style="list-style-type: none"> Accountable for Service Risk Management
Key Working Relationships	<p>Customers</p> <p>SLT, Scheduling, Delivery, Commercial, Apprenticeships, Programmes, wider management in QALX/QAAG</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 - 3</p> <p>Taking Ownership - 3</p> <p>Collaboration - 3</p> <p>Continuous Learning - 3</p> <p>Role Specific</p> <p>Customer Focus - 3</p> <p>Solution Driven - 3</p> <p>People Management - 3</p>
<p>Your Experience</p>	<p>Experience of working in a corporate customer centric, fast paced, matrix environment</p> <p>Experience of senior leadership and people and performance management, personal development, coaching</p> <p>Able to engage team to identify business process improvements</p> <p>Experienced in working effectively to deliver targets through cross functional teams, influencing business change</p> <p>Experienced in communicating a C Suite Level</p>
<p>Your Knowledge</p>	<p>Strong knowledge of QA business solutions</p> <p>An understanding of service business processes and methodologies</p> <p>Awareness of the importance of customer centricity and team collaboration</p> <p>Knowledge of how to define SMART performance objectives</p> <p>Awareness of typical KPIs and financial metrics in a customer centric / sales environment</p> <p>Demonstrable knowledge of how to analyse complex problems and come up with creative solutions</p>
<p>Your Qualifications</p>	<p>Ideally educated to degree level or equivalent or a sufficient level of experience in a similar role, with service qualifications</p>
<p>What you'll bring to QA</p>	<p>Positive attitude, determined with a high level of resilience when faced with challenges</p> <p>A desire to lead and support the team to perform to the best of their abilities</p> <p>Results orientated and keen to develop own/team career paths</p>

	<p>Committed to customer centricity / delivering excellence</p> <p>Commercial Awareness : understand the business sufficiently to facilitate streamlined processes and scope management within our customer P&L</p> <p>Innovation & Continuous Improvement: constantly seeking to improve the way business is done through analysis, creativity, and problem solving and change initiative</p> <p>Great team player, able to form effective business relationships both internally and externally</p> <p>Able to travel between QA/customers locations as required</p>
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