

Job Description:

Service Delivery Manager

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| Function: | | | |  | | | | | | | | |
| Job: | | | | Service Delivery Manager | | | | | | | | |
| Position: | | | | Service Delivery Manager | | | | | | | | |
| Job holder: | | | |  | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Ahmed Akudi – Head of Service Delivery | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Data Centre Salford / Hybrid | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| Within the IS&T Team, the Service Delivery Manager will own the delivery of all service management activities across Sodexo.  You will encourage and lead a customer-focused work environment ensuring a high level of proactive customer service is always delivered  You will implement best practice service management across all layers of IT Service Management (ITSM), Infrastructure, Applications and Projects. The service delivery manager will ensure that the requirements of the ITSM Policy is adhered to across Sodexo.  You will collate, communicate and improve service delivery productivity levels and resolution times by working closely with the IS&T support teams, technical implementors, programme/project management, business relationship managers and compliance and control functions.  You will drive improvements, control and create standardisation where required and provide the necessary challenge when you need to.  As Service Delivery Management is a key ITSM discipline, this role will be pivotal in the development and running of best practice policy, standards and controls across the services IS&T provide to the business, ensuring you communicate all performance continually within the team, championing good performance and highlighting bad. | | | | | | | | | | | | |
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| 2. Dimensions – Point out the main figures / indicators to give some insight on the “volumes” managed by the position and/or the activity of the Department. | | | | | | | | | | | | |
| Revenue FY13: | €tbc | | EBIT growth: | | tbc | Growth type: | n/a | Outsourcing rate: | n/a | Region Workforce | tbc | |
| EBIT margin: | | tbc |
| Net income growth: | | tbc | Outsourcing growth rate: | n/a | HR in Region | tbc | |
| Cash conversion: | | tbc |
| Characteristics | | * Add point | | | | | | | | | | |

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| 3. Organisation chart – Indicate schematically the position of the job within the organisation. It is sufficient to indicate one hierarchical level above (including possible functional boss) and, if applicable, one below the position. In the horizontal direction, the other jobs reporting to the same superior should be indicated. |
| Direct reporting Line:  N+1: Head of IS&T Service Delivery  N+2: Service Director  Dotted Reporting Line:  N+1: N/A |

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| **4. Context and main issues** – Describe the most difficult types of problems the jobholder has to face (internal or external to Sodexo) and/or the regulations, guidelines, practices that are to be adhered to. |
| * Directly shape and lead service management as per ITIL best practice * Manage and run CSI (continual service improvement) with all key stakeholders and relevant parties * Manage and run SIPs (Service improvement plans) with all key stakeholders and relevant parties * Manage and run SRM (service review meetings) with all key stakeholders and relevant parties * Manage and run supplier forums and supplier database activity * Regular performance reporting * Risk and Compliance management, ensuring Sodexo are compliant at all times whilst mitigating risk * QA of Service Management protocols * Manage, co-ordinate and own the Service Management process * ITSM usage for day to day ticket management * Measurement of the overall performance of Service Management (KPI’s, SLA’s, project deliveries, quality of service, cost, etc.) * Strong hands-on senior service delivery management within a help desk environment * Strong man management experience * Technically aware with experience working in IT in a technical role * The ability to inspire, lead and motivate a team |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * Create the Operations Manual * Create the SDD (Service Delivery Document) * Create the SC (Service Catalogue) * Create SOP (Standard Operating Procedures) across IS&T * The service delivery manager will be involved in a variety of tasks that requires management of Service Delivery and Transition, and the ongoing maintenance of the support relationships with Customers and Partners. * To manage the service relationships between key customers, service components and the IT service desk in the supply of managed services and support, ensuring that the contracted services meet or exceed agreed levels to the satisfaction of the customers * Build relations with keys clients to become their point of contact, technical advisory and to proactively position potential solutions. * Drive customer and third-party service review meetings covering performance, service improvements, quality and processes * Create performance reports on a weekly/monthly basis displaying activities, KPI’s, SLA’s management information, highlights and lowlights * Create process, procedure, protocol and guidelines for repeatedly successful outcomes * Complaints and escalations management * P1/P2 Major Incident management and Bridge co-ordination/facilitation * Establish engagement and communication channels for key comms and updates |

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| 6. Accountabilities – Give the 3 to 5 key outputs of the position vis-à-vis the organization; they should focus on end results, not duties or activities. |
| * As a service delivery manager, you will effectively manage the system ensuring all service level agreements are met, as well as lead a customer-focused environment. * Support the managed service and support department in the delivery of key initiatives and projects * Be accountable for the quality of service and performance; ensuring future demand from growth, initiatives and projects are understood and factored into capacity plans for all associated systems |

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| 7. Person Specification – Indicate the skills, knowledge and experience that the job holder should require to conduct the role effectively |
| * Strong & proven service delivery manager experience * Experience of Information governance / ISO accreditations * Strong understanding of ITIL * Experience of implementing new IT standards * Confident communicator who can manage a wide range of stakeholders * Minimum of 3 years' experience service management. * Experience of service delivery and transition * Previous experience working in a Managed Services industry * Excellent customer service skills with a strong customer focus |

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| 8. Competencies – Indicate which of the Sodexo core competencies and any professional competencies that the role requires |
| * Experience of ITIL frameworks * Information governance * ISO accreditations and Service Now. * Budgeting and pricing * Planning, * Research and roadmaps * Self-motivated & self-disciplined. * A high level of oral and written communication skills in order to communicate effectively with senior managers, colleagues and other stakeholders * Ability to research subjects, with a commitment to provide continuous service improvement * To work under pressure and think clearly in challenging situations in a logical manner * Ability to multitask & organise priorities * The ability to take ownership of issues & work to tight timescales |

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| 9. Management Approval – To be completed by document owner |
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