

Job Description:

Customer Delivery Manager

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| Function: | | | | TDDI | | | | | | | | |
| Job: | | | | Customer Delivery Manager | | | | | | | | |
| Position: | | | | Customer Delivery Manager | | | | | | | | |
| Job holder: | | | | NEW | | | | | | | | |
| Date (in job since): | | | |  | | | | | | | | |
| Immediate manager  (N+1 Job title and name): | | | | Ahmed Akudi – Head of Service Delivery | | | | | | | | |
| Additional reporting line to: | | | |  | | | | | | | | |
| Position location: | | | | Salford / Hybrid | | | | | | | | |
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| 1. Purpose of the Job – State concisely the aim of the job. | | | | | | | | | | | | |
| Within the TDDI Team, the Customer Delivery Manager will own the delivery of service management and operational service delivery activities across Sodexo and within our Supplier management framework.  You will work within and promote a customer-focused work environment ensuring a high level of proactive customer service is always delivered to Sodexo end users and services to clientele.  You will adopt and help to implement best practice, repeatedly successful processes and procedures across all layers of IT Service Management (ITSM), ensuring service compliance and all requirements of the ITSM Policy is adhered to across Sodexo.  As part of being a Customer Delivery Manager, you will help to collate, communicate and improve, service management and service delivery productivity levels such as resolution times and customer satisfaction across all tickets and resolution times by working closely with the operational support teams and suppliers.  You will also work on continual service improvement activities to drive constant improvements, control and create standardisation where and when required along with providing the necessary challenge when and as required.  The customer delivery manager role will be pivotal in the ongoing development and running of best practice policy, standards and controls across the services TDDI provide to the business, ensuring you communicate all performance continually within the team, championing good performance and highlighting key opportunities. | | | | | | | | | | | | |
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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. |
| * Manage and help to deliver service management as per ITIL best practice and standards * Manage and run CSI (continual service improvement) initiatives with key stakeholders and relevant parties * Manage and run SIPs (Service improvement plans) with key stakeholders and relevant parties * Manage and run SRM (service review meetings) with key stakeholders and relevant parties (internal and external) * Manage the Service Delivery Sharepoint HUB sites * Manage the ongoing library of service management artefacts ensuring best practice adoption * Regular performance reporting (ad-hoc, weekly and Monthly) * Manage key service risks and ensure compliance management adhered to, ensuring Sodexo are compliant at all times whilst mitigating any service risk * Manage, co-ordinate and deliver upon the Service Management processes * 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.) * Manage and help to run key supplier forums and supplier database activity |

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| 5. Main assignments – Indicate the main activities / duties to be conducted in the job. |
| * To manage the service relationships between key customers, segments, control towers and TDDI * To help manage service components and the IT service desk activities in the supply of managed services * To co-ordinate service management activities across a variety of levels both internally and externally * To manage and support the contracted services ensuring they meet or exceed agreed levels to the satisfaction of the customers * Work with key strategic partners ; ensuring future demand from growth, initiatives and projects are understood and factored into capacity plans for all associated systems * Help to create the Service Management Operations Manual * Create key SOP (Standard Operating Procedures) across TDDI ensuring robust procedures formalised * Work with transversal function and legal dept for onboarding and offboarding of suppliers and services * Build relations with keys clients to become their point of contact * To help and manage key mobilisations and managed changes * Drive customer and third-party service review meetings covering performance, service improvements, quality and processes ensuring best practice and Sodexo framework/methodologies are applied * Create performance reports on a weekly/monthly basis displaying activities, statistics, KPI’s, SLA’s management information, highlights and lowlights along key updates * Be part of key sessions that help in the creation of process, procedure, protocol and guidelines for repeatedly successful outcomes * Complaints and escalations management * To create action plans for key services to ensure action items are recorded, tracked and delivered * 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 Customer Delivery Manager, you will effectively manage all areas of service management ensuring all service level agreements whilst adopting and promoting a customer-focused environment. * Support the managed service and support departments in the delivery of key initiatives and projects * By having a structured and tiered workload you will be accountable for the quality of service and performance |

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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 understanding of ITIL * Strong understanding and strong experience of using the MS Office suite * Strong & proven Service Desk management experience * Experience of dealing with and managing suppliers/partners on Incidents and or major work requests * Experience of implementing new IT standards * Experience managing a wide range of stakeholders * Experience of Information governance / ISO accreditations * Experience of elements of service delivery and transition management * Previous experience working in a Managed Services industry * Experience of working within ITSM * 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 |
| * ITIL V3 Certified or working towards an ITIL V4 accreditation * MS Visio trained * Confident communicator * Good operator of MS powerpoint and ability to present key information in a structured manner * Self-motivated & self-disciplined. * Understanding of Information governance * Good researcher and planner * Ability to research key subjects, with a commitment to provide continuous service improvement * A high level of oral and written communication skills in order to communicate effectively with managers, colleagues and other stakeholders * Able to apply troubleshooting skills and administration skills * Flexible approach to work and problem solving * To work under pressure and think clearly in challenging situations in a logical manner * Ability to multitask & organise priorities based on impact/urgency/compliance/financial classifications * The ability to take ownership of issues to see things through to the end * Ability to work to tight timescales with a ‘can-do’ attitude |

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