

IT Service Delivery Manager

Salary £35,000–£40,000 pa

Location: Maitland House – Southend – On-Sea

Overview:

The Service Delivery Manager is responsible for the provision of exceptional, customer centric IT services across the whole portfolio of Hood Group IT services.

This role manages I.T. service delivery across 3rd party suppliers and the business in a fast paced and demanding environment. You will be responsible for excellent service provision across a wide range of I.T. functions and will work closely with operational and business managers on a day to day basis.

You will be a senior voice within a growing team of IT Professionals, with a keen focus on service improvement, documentation, communication and the realisation of the potential efficiency gains across all areas of IT.

Key Responsibilities:

- Delivery of first class customer service to internal and external clients and responsible for developing and managing a customer satisfaction process to measure, monitor and identify areas for improvement
- Thorough understanding and delivery of SLA's to strict business and client KPI's
- Responsible for post Incident/Problem Communication and revision of services.
- Proactive management of client relationships in regard to I.T. service delivery,
- Development and provision of regular performance and availability MI suitable for consumption at various business levels
- Delivery and attendance of client service review meetings
- Delivery of ongoing service delivery roadmap in line with business expectations
- Design & Development of service model in line with ITIL service management best practise
- Delivery of relevant recommendations to improve overall IT service to the business in order to drive out value, reduce risk and increase user satisfaction
- Develop relationships with key internal management and senior management groups
- Develop and negotiate SLAs with senior leaders across the Group
- Lead performance reviews with IT suppliers in support of the Service Delivery objectives and supplier contractual obligations
- Manage the Service Delivery roadmap with suppliers including initiatives and opportunities from the business and communication of progress
- Define, implement and monitor all SLA targets, performance KPIs and contracts for key strategic IT partnerships
- Develop, implement and manage continuous service improvement planning within IT Service Delivery

- Develop a rolling 3-year Service Delivery plan in support of the Group strategy
- Responsible for development and management of I.T. business continuity plans
- Define and implement a service information framework and knowledge base to capture key information on assets, users and systems required to manage and improve IT Service Delivery
- Responsible for ensuring systems, processes and methodologies as specified are followed to ensure effective monitoring, control and support of service delivery
- Development and installation of industry best-practice (i.e. ITIL, ISO)

Skills and Experience:

Required:

- Will have a proactive 'can do' attitude
- Proven track record in understanding and implementing ITIL framework
- Proven track record of excellent service management in a customer facing role
- Proven experience in managing service delivery from external vendors
- Proven stakeholder management at senior levels
- Proven experience in successfully delivering to timescales in pressured environments
- Excellent communication skills, both verbal and written
- Ability to effectively manage and adapt to change
- Demonstrable experience of delivering service and quality improvements
- Ability to understand the importance of confidentiality in handling customer personal data

Qualifications

- Minimum of 5 GCSEs at grade C or above or equivalent to include Mathematics and English

Competencies:

- Communication
- People & Personal Development
- Team Work
- Customer Focus/Results/Excellence

About Us

The Hood Group is a privately owned business providing insurance solutions for over 30 years to some of the most well respected brands, insurance partners and financial intermediaries. Established in 1983, we came from modest beginnings in the City of London with a small team of passionate people who wanted to help change insurance for the better. We offer our partners an end-to-end service; from product and quote platform design through to sales and retentions. The Hood Group is now one of the largest employers in

South East Essex with around 180 staff, award winning services and cutting edge technology.

We invest in the careers of all our staff, through training, qualifications and by providing a pro-active learning environment. We understand the importance of staff well being and maintaining a good work/life balance and also provide opportunities such as flexible working and career breaks. There is a Group funded Sports and Social committee and we provide free local gym membership, seated acupuncture massages, and fitness classes in our onsite Wellbeing studio. On completion of probation we also provide an excellent benefits package that includes life assurance, pension scheme, medical cover, permanent health insurance and much more.