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## Client Services Manager/Service Delivery Manager

London - Negotiable (depending on experience) plus benefits

Permanent Posted: Wednesday, 24 July 2013

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Applicants must be eligible to work in the specified location



### Service Delivery Manager

#### Job Purpose

To ensure customer satisfaction by working in partnership with selected Wavex clients, to deliver agreed I.T Services in a professional and efficient manner.

To act as the interface to the business community; responsible for establishing strong working relationships, understanding business direction, impending changes and ensuring selected Wavex clients leverage value from IT infrastructure services and capabilities.

To manage and take responsibility for the operational aspects of the managed IT support services, delivered to the selected Wavex client's environment.

Support Manager to development and implement business specific I.T service strategies.

Support Manager, to drive service improvement by supporting operational and strategic planning by providing through leadership and consulting to the Company.

To be adaptable and have a positive approach to change and change management techniques, in order to improve efficiency of the department and overall company performance.

#### Main Responsibilities

##### Management Information

- Provide detailed and accurate performance metrics/statistics reporting to substantiate the Wavex service performance.
- Monitor the contracted Service Levels with demonstration of performance and service level achievement through effective reporting and communication.
- Ensure all Service management activities are fully documented with demonstrative reporting, review minutes, and appropriate authorisations for audit purposes.
- Ensure that optimum resource levels necessary for the delivery of the agreed service are consistently maintained.
- Act as an advisory and liaison for the business for all service improvements and changes.
- Provide regular internal reporting to Manager on service performance.

#### Client Focus

- Build strong productive working relationships with the Company's clients and their management teams.
- Ensure all work is carried out to the agreed Service Levels and project deliverables, for the areas of your responsibility and to monitor performance of all areas against these SLA's/deliverables.
- Ensure effective, timely and accurate communication as appropriate to the relevant clients.
- To liaise closely with the Client Services Manager regarding the day to day running of the site and where necessary, to act as the primary point of escalation for major issues, for all services and projects delivered to the client.
- Organise regular operational and service reviews with customers on a weekly, monthly, quarterly, and annual basis as appropriate.
- Provide key performance indicator (KPI) metrics and statistics reporting to the client as required.

## Service Operations

- Take top level end to end responsibility for delivery of all services and projects to the identified client.
- Oversee the delivery of all managed services and projects, to meet the agreed service levels and predicted project outcomes.
- To manage the performance of the service teams to deliver the required services and projects.
- To ensure that all work is carried out according to the agreed Service Level Agreements for the site and to monitor performance of all areas against these SLA's.
- To monitor Service Level Agreements incorporating other internal and external service providers.
- Identify, implement and monitor 'best practice' process and procedures as established by industry standard methodology.
- Be fully aware of all key aspects of client's current IT environment.
- Work with client to ensure full understanding of their business operations, and where applicable, develop strategy for future requirements.
- Ensure effective, timely and accurate communication to the Wavex service and project teams to facilitate cohesive service and project delivery – Typically this would include regular team meetings, ad-hoc briefings, and updates to both share and receive information.
- Act as a primary point of notification and escalation for the Wavex service and project teams, with regards all critical issues that impact the client.
- Motivate, encourage and advise service and project team members in the delivery of the service as appropriate, in collaboration with their direct line management.
- Ensure regular reviews of procedure and process to maintain accuracy within the changing environment.
- Provide input into the creation and on-going development of the service management procedures and projects.
- Work alongside the Project Manager to smoothly transition new clients into Wavex via the New Client Take-on Process.
- Lead service improvement projects as required to increase service quality and standardisation of service delivery across Wavex.

## Commercial Management

- Ensure good understanding of the Client's technical environment in relation to their business objectives in order to deliver consistent value.
- In collaboration with the Client Services Manager and Client Services Director ensure that revenue generating services are captured effectively and presented for invoicing and all relevant business controls are in place, to achieve and exceed planned commercial targets.
- Attend new opportunity reviews and provide input on Wavex service offering, highlighting potential risks and issues as required.
- Provide service delivery input into sales bids and proposal generation.
- Provide service delivery input into contractual reviews and commercial negotiations.

## Other Duties

- Promote and champion the benefits of ITIL Service Management within the department and wider within the business.
- Build relationships and morale within the respective teams and between other departments to provide a positive working environment. To provide effective and diplomatic communication at all levels.
- Promote, embrace and in still the Company values within the team and to act as an ambassador for Wavex both internally and externally.
- The Service Delivery Manager will be working in a developing environment and will therefore be required to undertake other appropriate duties as required for the effective operations of the Company.

## Company Benefits

Wavex encourages development of all staff and has a number of staff incentivisation schemes. These include project bonuses and funded training. Wavex offers an extensive benefits package to staff including medical and dental insurance, a company pension scheme, individual travel and training allowances, annual season ticket loan and corporate gym membership.

## Wavex Awards and Achievements

- 2013: TechMarketView "Little British Battlers"
- 2013: Finalist IT Excellence Awards "Solution Provider award"
- 2012: Plimsoll "Outstanding Company"
- Symantec's 'Small Business Partner of the Year' UK 2011
- Computer Society UK IT Industry Awards 2010, finalist in the 'Small Business Project of the Year' category
- Computer Society UK IT Industry Awards 2010, finalist in the 'IT Service & Support Professional of the Year' category
- Computer Society UK IT Industry Awards 2010, finalist in the 'Young IT Professional of the Year'
- 2010 European IT Excellence Award-Best Enterprise Solution Provider (Virtualisation Solution)
- Sunday Times Best Small Companies to Work for 2008 & 2009
- Best Companies Accreditation 2008 and 2009
- Deloitte Fast 50 awards 2006 & 2007 & 2008

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Location London, UK  
 Industry IT  
 Category Executive

Duration Permanant  
Start Date Immediate  
Rate Negotiable (depending on experience) plus benefits  
Company [Wavex](#)  
Contact Brigitte Braham  
Email [Contact This Company](#)  
Web Link <http://www.wavex.co.uk>  
Reference JS  
Posted Date 24/07/2013 16:46:23  
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