

ROLE: Service Delivery Manager (part of the Senior Leadership Team).
REPORTING TO: Director of Service Delivery
LOCATION: UK based, mix of home working and Aldgate office
TO APPLY: Please email UKjobs@smartdesc.co.uk, sending an up to date CV and covering letter to introduce yourself and the reason you would like to work with Smartdesc.
CLOSING DATE: September 11th 2020.

ABOUT SMARTDESC

Smartdesc are a modern and innovative IT Managed Services Provider (MSP) delivering a wide range of IT and Consultancy services to private companies and charities in the UK. Our staff are split across two countries, the UK and Greece. The Greece office in Katerini provides a combination of IT Technical Support / Service Desk, Security Services, and Project Management services.

Smartdesc focus on delivering services to an extremely high quality, efficiently, and affordably. This has driven our success. Since incorporation in 2012 we have grown to over 35 staff and are projected to have a £3M turnover in our current Financial Year.

Staff who choose to work for Smartdesc are of the highest quality, and one of the main reasons for our success. We invest in our staff which leads to a very high staff retention rate of 98%.

OUR VALUES

This is what is important to Smartdesc and how we work individually, within teams, and as an organisation;

- *Be led by the Customer's mission*
- *Care about people*
- *Love problem solving*
- *Collaborate fast & efficiently*
- *Innovate & Improve*
- *Take responsibility, show initiative & act with integrity*

WHY PEOPLE CHOOSE TO WORK FOR SMARTDESC

- Long-term career development. Smartdesc invest in our staff through training, an annual personal development plan (PDP), mentoring, and a strong support framework from colleagues, managers and HR. We want our staff to evolve and grow with the company. We are a quickly growing company and you will be joining us early on the journey so career opportunities will be plentiful.
- Technology. Smartdesc work hard to lead our competitors in bringing new technologies to market. Staff at Smartdesc are exposed to the latest technologies so they can understand and share the benefits of those technologies with our customers.
- Wellbeing. Smartdesc invest in Workplace Wellbeing and are aligning to the Mind Workplace Wellbeing Index (<https://www.mind.org.uk/workplace/workplace-wellbeing-index/>).
- Benefits. Smartdesc pay good salaries with annual bonus active after 12 months based on company performance. Salaries are reviewed in line with PDP goals.
- Transparent approach: staff are provided with clear and fair KPIs on how their performance will be measured, and how they measure that of their colleagues. We encourage learning proactively and ensure that mistakes are similarly an opportunity to learn.
- Responsibilities: We encourage staff to develop their responsibilities and work independently and proactively, with their support network available when required.

- Office facilities: Aldgate office space for your use if you choose to use it including indoor bicycle parking, showers, small gym, roof terrace, free tea and coffee and a range of co-working spaces. It is a very clean and modern environment.
- Support network: Supportive colleagues with a focus on work/life balance. We don't work past 5:30pm because we are organised, and we don't overextend the company. We have a very flat structure; we are supportive and collaborative. It is a relaxed structure because we have the right people.
- Accelerated Career development: You will be part of building something to be proud of. We do things the right way so we can feel proud of what we are building. You will be a key part of what comes next; we are at a very exciting juncture in our growth.

ROLE INFORMATION

The successful candidate will join a highly regarded, and growing, UK based IT company. The work will be varied, challenging and hugely rewarding, working with new people, systems, and customers.

The successful applicant will drive forward business growth through exceptional standards of customer service. You will be accountable for the service desk team, processes and culture, customer relationships, co-ordination of major incidents, the phone systems and IT service management toolset, support ticket KPIs and ITIL best practice.

Part of the senior leadership team (SLT), you will be Smartdesc's expert in service delivery, shaping our support function to your high standards, building teams, culture, processes and toolsets to deliver your vision of exceptional customer service.

Based in the UK and accountable for the continuous success of the Service Desk function, the Service Delivery Manager will oversee a quickly growing team working out of our Greece office, which currently has 8 members of staff. The size of this team is expected to triple in the next 5 years so designing the structure, processes and tools accordingly will be a key focus. You will also manage 2 UK based field Engineers, co-ordinating site visits with customers and ensuring tasks escalated from the service desk are scheduled for hands-on visits as appropriate.

Managing the service desk team remotely will be a key element of the role, however we will support regular trips to Greece for time with your team. Through the tools at your disposal, we expect remote management of the team to be successful, coupled with the regular trips.

All Smartdesc customers are UK based, with the majority operating in London. As your role is UK based you will benefit from regular meetings with the customer base and establish yourself as the trusted point of escalation for the contract owners.

The Service Delivery Manager is a key role at Smartdesc and will be responsible, overall, for the quality of Support Services that are delivered across Smartdesc's customer base. Achieving this will require close working with other departments at Smartdesc and the forging of good relationships with key customers.

The role is appropriate for an individual who has several years' experience as a Service Desk Manager, some experience as an IT project Manager and has been responsible for the coordination and coaching of IT staff.

RESPONSIBILITIES

- The role is to ensure the successful operation of the Service Desk, site visits and project delivery functions and create the necessary culture to achieve this success. This will be achieved through:
 - Efficient running of the support function, good communication, end user satisfaction with the IT delivery and on-going reporting of SLA performance / key ITIL KPIs.
 - Building relationships with the contract owners across the customer base, the Service Delivery Manager will be a trusted point of escalation for the customer base.
 - Good management of existing staff, and recruitment of high-quality new staff as the organisation grows.
- The Service Delivery Manager will co-ordinate the resources responsible for customer visits in London, ensure customers are consulted and resource is delegated to visit customer offices within agreed SLAs.
- The Service Delivery Manager will also work closely with the Project Implementation team to agree resourcing customer projects and the associated timings, ensuring the support team are readied for go-live.
- Accountable for service delivery as a whole, the Service Delivery Manager will work closely with Directors and Customer Experience Managers to ensure all customers are satisfied with the service levels.

These will be achieved through the following behaviours;

- Outcome focus
- A culture of continual improvement
- Working independently
- Leading from the front; setting quality standards for the company and colleagues to strive for
- Establishing the culture that enables success across your responsibilities
- A focus on what benefits the Customer the most
- Embracing Smartdesc values and embedding them into your teams

KEY TASKS

Management of the Service Desk and site visits, including the management of the 2nd Line Support Analysts;

- Ensuring ITIL best practice processes are implemented and working efficiently, all members of the team are closely following these processes
- Ensuring delivery of all Service Desk services to meet or exceed agreed metrics and ability to present to senior Management.
- Regular reports are shared with senior colleagues and customers giving a helpful overview of IT support performance, customer satisfaction, trend analysis and training gaps, underlying problems and workarounds and priorities for the coming period

Staff Management (direct reports);

- Ensure the structure, and capacity, of the team is fit for purpose
- Lead by example, motivate the team, ensure customer focus
- Ensure direct reports have clear goals that feed into the strategic goals for the period
- Ensure direct reports have clear and appropriate KPIs and a reporting process is in place
- Carry out monthly 1-2-1 supervisions with direct reports
- Carry out annual appraisals with direct reports in-line with corporate policy
- Mentor and guide members of the team in their personal development
- Ensure the team are all trained to the right standard both technically and to the right level of customer service delivery
- To keep an open dialogue on the Service Desk at all times, to co-ordinate on the fly, to own P1s and crisis manage the room, whilst keeping customers informed
- Quality checking tickets on a monthly basis, ensuring correct use of the ITSM

Ensuring the service delivery toolset is fit for purpose;

- The IT Service Management (ITSM) system is fit for purpose, supports ITIL best practice processes and gives the correct level of transparency and reporting
- Ensuring policy and procedure is fit for purpose and is being followed by colleagues and customers
- IT systems monitoring toolsets and phone systems are fit for purpose, functioning correctly, regularly tested, secure and are value for money

Knowledge management;

- Knowledge base articles are created and kept up-to-date for all common issues
- Build sheets for all common tasks are created and kept up-to-date
- A culture of good documentation, knowledge recording and knowledge sharing is instilled into the team
- Working with customers to put in place appropriate forms for new users and change requests etc.

SLA adherence and process adherence of the IT Team

- Ensuring the hours of cover are appropriate
- SLA adherence is the responsibility of the Service Delivery Manager
- Ensuring direct reports hit their KPIs including time logging
- Ensuring correct categorisation of support tickets and change requests

Customer satisfaction

- Ensure end user satisfaction with the support function across both Service Desk and IT change project functions
- Ensure both senior leadership colleagues and all end users are kept fully up to date with project delivery and are sighted on (and have agreed to) any planned downtime

Resource Co-ordination

PRIVATE AND CONFIDENTIAL

JOB DESCRIPTION: Service Delivery Manager 2020



- Ensuring site visits are planned and carried out as agreed with customers and to SLA
- Responding quickly to any resource changes (e.g. sickness) each morning and adjusting plans accordingly
- Ensuring all staff are communicated with at all times to ensure everyone is aware of who is where when and why

Day-to-day supplier management

- Ensure the right relationships are in place with hardware and software suppliers
- Ensuring 3rd party suppliers are delivering on time, to scope and to budget
- Escalation of any supplier concerns to senior management

Day-to-day procurement

- Ordering of hardware such as PCs, laptops, tablets, mobile phones and peripherals for customers as required
- Ensuring procured hardware and software is fit for purpose

SKILLS AND EXPERIENCE

1. Values and behaviours:
 - a. the postholder must reflect Smartdesc values and be able to build a customer focused culture whilst managing and coaching colleagues in both Greece and the UK. Greek colleagues are fluent in English so there is no requirement for Greek language.
2. Customer service:
 - a. Can demonstrate experience in customer services and is able to effectively co-ordinate communications from different sources (email, voice, instant messages).
 - b. Highly organised, recording information correctly in CRM and Accounting systems, and is able to prioritise workload based on priority.
 - c. Confident telephone manner across the UK and Greece.
3. Reporting and administration:
 - a. Strong skills in Microsoft Office, especially excel and PowerPoint. The postholder will be able to demonstrate the ability to import, clean, and report on data in Excel using pivot tables.
 - b. Strong skills in Internet Search and Windows 10.
 - c. Strong verbal and written presentation skills, able to present information effectively and simply using the right tool (excel/Word/PowerPoint).

APPLYING FOR THIS ROLE

To apply for this post, please note the following instructions. Applications that do not follow these instructions may not be considered.

1. Provide a full, up-to-date CV. Please ensure your CV gives a good level of information about you, your education and work history showing what you achieved within your previous places of work.
2. Please provide short letter to go with your CV, to help us understand the reason for your application and why your application should be considered for interview.
3. Email the above documents to ukjobs@smartdesc.co.uk

After the closing date, we will assess all applications and shortlist candidates for interview.

Smartdesc is an equal opportunities employer.