

JOB DESCRIPTION

ROLE:	Customer Service Delivery Manager
REPORTING TO:	Director
ROLE SUMMARY:	SDM for a Smartdesc customer 3 days per week on-site in Clapham, 2 days other SDM work
LOCATION	Clapham 3 days per week, home or Smartdesc office 2 days per week
SALARY RANGE:	£45,000-50,000 per annum dependent on experience
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.

ABOUT SMARTDESC

Smartdesc are a modern and innovative IT Managed Services Provider (MSP) delivering a wide range of IT and Consultancy services to charities and non-profits in the UK. Our staff are split across two countries, the UK (mainly London) and Greece. On-site and project delivery services are run from the UK, with 1st, 2nd and some 3rd line technical support being delivered from our Greek office near Thessaloniki.

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 50 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 heavily in our staff development which leads to a very high staff retention rate of 98%.

OUR VALUES

This is what is important to Smartdesc and how we work;

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

WHY PEOPLE CHOOSE TO WORK FOR SMARTDESC

- ✓ Fast, long-term career development. Smartdesc invest in our staff through training, both e-learning (Pluralsight), qualifications, 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 and be with us on the journey
- ✓ 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
- ✓ Flexible working: staff are given the freedom to work flexibly, blending home and office time as they wish (*note – increased work from home arrangements are in place during the COVID-19 pandemic*).

ROLE SUMMARY

Smartdesc is a successful company that is growing; you will be joining the Smartdesc team to be part of that growth and will enhance the reputation of the brand via the work you deliver and the customer relationships you build.

This role will largely be customer facing with matrix management of customer staff, requiring good communication, the ability to motivate the team, and a keen eye for detail, with a proven ability in implementing ITIL processes and selling the value of customer focused ITIL service delivery.

Working with one set customer on site 3 days of the week, the role is accountable for the continuous success of the Service Desk function and end user confidence, this new role sits between the customer role of Head of IT & Digital and the customer support team, overseeing this support team. The role will put the service delivery strategy into practice and report back on successful delivery of objectives and goals.

The efficient running of the support function, end user communication, end user training and satisfaction with IT delivery, and on-going reporting of SLAs / key ITIL KPIs will be the responsibility of the role.

The remaining 2 days per week will consist of service delivery duties with other Smartdesc customers, for example on-boarding and transition of new customers, and/or delivering service delivery improvements as a dedicated role at one or two other Smartdesc customers.

KEY RESPONSIBILITIES

Management of the Customer's Service Desk, including the management of the 3 in-house Support Analysts:

- ITIL best practice processes are implemented and working efficiently, all members of the team are closely following these processes

- 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 end users 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 (matrix reports);

- Lead by example, motivate the team, ensure customer focus, establish the culture

- Ensure matrix direct reports have clear goals that feed into the overarching strategic service delivery goals for the period

- Ensure matrix direct reports have clear and appropriate KPIs and a reporting process is in place

- Carry out monthly 1-2-1 supervisions

- Feed into annual appraisals, in-line with corporate policy

- Mentor and guide members of the team in their personal development

- Ensure the team are trained to the right standard both technically and to the right level of customer service delivery, e.g. ITIL

JOB DESCRIPTION: Information Security Consultant



To keep an open dialogue on the Service Desk at all times, to co-ordinate on the fly, to own the co-ordination of P1s and manage the room, whilst keeping the customer informed

Quality checking tickets on a monthly basis, ensuring correct use of the ITSM tools

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 service delivery policy and procedure is fit for purpose and is being followed by colleagues and customers

Knowledge management;

Knowledge base articles are created and kept up-to-date for all common issues

A culture of good documentation, knowledge recording and knowledge sharing is instilled into the team

Working with end users 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 IT Service Delivery & Training Manager

Ensuring direct reports hit their KPIs

Ensuring correct categorisation of support tickets and change requests

Customer satisfaction

Ensure end user satisfaction with the support function

Ensure both senior leadership colleagues and all end users are kept fully up to date with service delivery improvement programme

Carry out quarterly service delivery meetings with sponsor

Resource Co-ordination

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

Staff Training

Ensuring end users are consulted on what training gaps exist

Putting in place a training programme for existing staff and new starters

Tracking the training programme effectiveness through measurable metrics

Regular reviews of the training programme, adjusting to continually improve

JOB DESCRIPTION: Information Security Consultant



Potential responsibilities for the additional 2 days per week include

Carrying out all of the above duties at a second customer

Acting as Transition Manager for onboarding new customers to Smartdesc's Service Desk

Working with the Customer Success Team, assisting with Account Management

Assisting Smartdesc's Service Delivery Manager with improvement projects and report production

Smartdesc continual service improvement initiatives

PERSON SPECIFICATION

- The role is appropriate for an individual who has several years' experience as a Service Desk Manager and works within the ITIL framework
- The ability to work with independence within the agreed desired outcomes
- The ability to influence within a matrix structure
- Experience in excellent customer service and customer rapport building, including the identification of key stakeholders
- A desire to work within the not-for-profit sector, working closely with charities delivering much needed services to beneficiaries
- Experience working within health care beneficial
- Experience in working with technical and non-technical business personnel at various levels, articulating technical and service delivery principles
- Strong attention to detail
- Well organised, proactive and has excellent troubleshooting skills
- Is able to demonstrate tangible improvement progress, through documented reports and stakeholder management
- Project/programme management experience is advantageous