

JOB DESCRIPTION

JOB TITLE: Service Delivery Manager
REPORTING TO: Service Director
WORKING HOURS: 40 hours per week

DUTIES AND RESPONSIBILITIES

Working with other Service Delivery Managers, Service Operations Manager, on-site AV Managers, Team Leaders, and the Service Contracts Team, the Service Delivery Manager's responsibilities include, but are not limited to:

Team Management:

- Manage on-site technicians to deliver exceptional service levels
- Develop, adopt and deliver best practice service levels across all teams
- Manage and develop the Managed On-site Services cover team
- Manage new sites on-boarding ensuring a smooth service transition
- Working with the HR team to manage the TUPE of any existing staff
- Lead staff recruitment and selection
- Work with other SDMs and the Managed On-site Services Administrator to ensure AVMI has the correct size and profile of resource to support all on-site contracts.

Team Development

- Promote and drive team collaboration and maintain team morale across the On-site and Off-site services
- Team and individual skills gap analysis, identifying areas required for development
- Manage the on-site staff talent pool to identify, produce and manage development and training plans for all on-site staff
- Ensure succession planning and where possible all staff are able to develop upwards
- Manage AVMI's continuous performance management regime for all staff.

Administration

- Work with the management team to develop AVMI's Managed On-site and Off-site Service offerings
- Oversee monthly and other regular Service Review meetings between customer and AVMI
- Support Sales and Business Development in the development of proposals and bids for new and existing customers
- Assist and take responsibility for building and maintaining client relationships
- Full responsibility for contract development, negotiation and compliance across portfolio
- Development, administration and reporting of effective processes, SLAs and KPIs to manage each site
- Ensure balanced holiday planning across all sites
- Manage, monitor and report staff sickness
- Ensure Management Information is collated and reported
- Create and maintain all appropriate service documentation to support the On-site and Off-site services

SKILLS PROFILE

- Minimum of 2 years management experience of a team of senior technicians
- Well-honed leadership skills
- Highly developed Service focused attitude
- Extensive experience in working in a pressured operational environment across multiple sites
- A clear history of team development in teams they have managed
- Commercially astute with a good understanding of commercial contracts and P&L management, and can demonstrate strong reporting skills
- Excellent report writing skills
- Professional in appearance and attitude
- Educated to A level at a minimum , preferably educated to degree level in a relevant discipline
- Fully IT literate with strong MS Office skills
- Good working knowledge in all AV disciplines
- Working knowledge of ITIL (Foundation level certification)
- Delivered Managed Services to large corporate customers

IDEAL CANDIDATE

As a result of continued growth and a commitment to world class customer service, AVMI is seeking to recruit a new, exceptional Service Delivery Manager.

AVMI provides a portfolio of on-site Audio Visual Managed On-site and Off-site Services to large corporate organisations both inside and outside of London with services including:

- Videoconference and meeting room support
- Managed Service Desk
- Technical support & maintenance
- Project Management.
- Event Production and Support
- Digital Media production and publishing

This role is responsible for managing a number of these customer engagements, managing both the on-site AVMI teams (approximately 40-60 staff via on-site Team Leader/AV Manager) and the customer relationships, ensuring the profitable delivery of AVMI's Managed On-site and Off-site Service contracts.

The Service Delivery Manager's prime function is to oversee the on-site delivery team to ensure that the contracted services are delivered in accordance with agreed expectations and AVMI's contracted Service Level Agreements. Managing all on-site staffing activities, ensuring best practice, customer focussed teams, a progressive approach, a strong team orientated approach and the integration of new sites once won.

Other functions include:

- Service development and augmentation
- Training and development of on-site staff
- Management of service review reporting and reviews for On-site and Off-site services
- Service management interface between AVMI and the Customer

The ideal candidate will have previous experience of supporting and managing an audio visual or other technical On-site service with exposure to Off-site service support. They will be able to demonstrate an understanding of ITIL v3 and preferably be certified to ITIL v3 Foundation level. Prior commercial experience managing a P&L and a fundamental understanding of contract negotiations will be beneficial.

WORKING HOURS

The Service Delivery Manager is expected to work 40 hours per week, but as for most managerial positions, from time to time hours in excess of this may be required.

LOCATION

Normally based at AVMI's City of London office (Mark Lane), with travel to client sites as required and Head Office in Sunbury-on-Thames.

DRESS CODE

Smart office attire.

HOLIDAY & SICKNESS

Holiday and sickness entitlement is in accordance with the AVMI employee Terms and Conditions.