



JOB DESCRIPTION

JOB TITLE: Service Delivery Manager

WORKING HOURS: 40 hours per week

DUTIES AND RESPONSIBILITIES

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 new sites on-boarding ensuring a smooth service transition
- Lead staff recruitment and selection

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

- 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
- Fully IT literate with strong MS Office skills
- Good working knowledge in all AV disciplines
- Delivered Managed Services to large corporate customers

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

Wall Street, New York

DRESS CODE

Smart office attire.

ABOUT AVMI

AVMI provides services to leading organisations in financial services, legal, professional services, retail, defence, government, health and education sectors.

AVMI has focussed its business strategy on providing 'trusted advisor' life-cycle services to clients with a significant portion of growth coming from international business.

AVMI has recently secured a place, for the second year running, in the Sunday Times International Track 200. This international growth has been enabled by AVMI's award winning Global Enterprise Framework of services, helping its multi-site clients to drive consistency and efficiency into their audio visual and collaboration facilities and services across all locations.

Having opened operations outside of the UK in Hong Kong, New York and Dublin, AVMI is planning to secure additional international locations in support of its clients' businesses.