

JOB DESCRIPTION

POSITION: Service Delivery Manager
REPORTS TO: Operations Manager, APAC
Location: Hong Kong

ROLE OVERVIEW

An exciting opportunity has arisen for a Service Delivery Manager to join a fast growing technology company. AVMI is the UK's leading provider of Audio Visual and Video Conferencing solutions and is expanding rapidly overseas as well as developing a number of market leading innovations. With this in the forefront of our Global Enterprise Framework activity, AVMI seeks to find a Service Delivery Manager that can provide the correct level of management, direction and continuous improvement to realise benefits and success across multiple, often global, contracts.

Working with key Customer service owners, other Service Delivery Managers, Service Operations Managers, Enterprise Service Teams, on-site AV Managers, Team Leaders, the Service Contracts Team, the Service Delivery Manager's responsibilities include, but are not limited to:

Service Management, Account activity and Administration:

- Maintain a good working understanding of Customer engagements from Account level design activity, project management and delivery, through to Service
- Improving continuity and maintenance of service delivery standards across Global Enterprise accounts
- Working with the Senior Service Delivery Managers to scale resource locally and globally in line with demand
- Work with the Management and Product teams to develop AVMI's Managed On-site and Off-site Service offerings
- Having awareness of service issues across a range of our service offerings
- Using and promoting AVMI online toolsets, such as Streamline, in the delivery of service outputs (i.e. asset management, reporting, estate analysis etc.)
- 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

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 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

SKILLS PROFILE

- Minimum of 2 years management experience of a team of senior technicians
- Well-honed leadership skills
- Experience in creating and delivering client presentations
- 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 Audio Visual Managed On-site and Off-site Services to large corporate organisations globally including our Global Enterprise Framework that covers:

- Programme and Standards Management
- Project Preparation – application of standards to specific projects
- Project Delivery - Deliver all projects (globally) in a consistent and efficient manner
- Enterprise Service - Leverages a customer-specific team, standards expertise and network access to resolve faults speedily and cost effectively globally

More traditional service offerings include:

- 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 (ranging from 1-60 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 service offering, from both the on-site delivery team through to AVMI's off-site service output, 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 focused 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.

WHY WORK FOR AVMI

- Be part of a fast-growing company working with some of the world's biggest brands
- Ambitions to become a global player
- An evolving business that provides great opportunity for development and progression
- Great team environment

Education Level:	Bachelor's degree holder
Years of Experience:	Minimum 2 years management experience of a team of senior technicians
Professional Certification:	ITIL would be an advantage
Languages:	English proficiency, both written and spoken
Employment Type:	Full-time
Dress Code:	Smart office attire