

Certero Service Manager

Why Join Us?

Certero are a successful technology business, operating within markets at the forefront of transformational change. We embody a culture of innovation, both in what we do and how we do it.

Certero is well established and succeeds within our markets at a truly global level, and we believe our people are critical to this success. We value experience and expertise as well as the elasticity, conviction and creativity that enables new concepts and ideas to thrive, become collectively real and drive us ever-forward.

Certero's growth provides a great opportunity to develop your career and diversify roles to suit your strengths, interests and ambitions.

The Role

As a Service Delivery Manager at Certero you will be responsible for making sure that services are being seamlessly delivered to our clients and strategic partners. Leading the client relationship for service, alongside the Project & Account Management teams, for some of the company's top-end contracts to ensure all contractual service obligations are met throughout the lifecycle of the managed services contract in terms of KPI's, SLA's and contractual compliance. You will attend regular reviews with clients in order to monitor best practice, release schedules, performance levels and customer satisfaction. The Service Delivery Manager will also add insight and recommendation to provide value to the customer, ensuring any service failure has appropriate corrective action implemented to restore service. There will also be the requirement of producing performance reporting, trend analysis, flow processes and technical data for both technical and non-technical audiences.

The Service Delivery Manager will also manage the Certero product release process and would be expected to improve the current services to provide a better support service to our clients.

Responsibilities

- Act as the primary service management contact for the customer and managing customer expectations
- Ensure all engagements drive the customers experience in line with the contracted services and contractual obligations are met in terms of the performance provided to the clients
- Manage service delivery targets, including definition of SLA's and KPI's, service review meetings, continuous service improvement meetings, internal and external reporting and ad-hoc communications
- Develop trusted relationships with clients and stakeholders responsible for services and incorporate regular site visits
- Ensure adherence to service management principles - ITIL led; Configuration management, problem management, change management, IT helpdesk function, release and version control
- Development of internal processes to continuously improve internal service management and support
- Manage and forecast resource requirements to meet contractual demand if and where applicable.
- Have a complete understanding of the company's wide range of service offerings, including associated processes. Understand interdependencies between technology, operations and business needs
- Manage, support and develop the service desk including the management of shift patterns to support the business during agreed service hours and to agreed SLAs.
- Handle any client complaints dealing with them in a timely and professional manner, including ownership of major incidents through to service restoration, ensuring customer satisfaction
- Responsible for the introduction and decommissioning of new and retiring services from a day-to-day support perspective and the continual improvement of current services.
- Work with our consultants and partners to bring unique managed services to the marketplace.

- Drive continual improvement, applying ISO principles to facilitate a learning environment that motivates a highly trained and fully competent staff team
- Monitor and report on overall performance of services and collaborate with senior managers on account management and growth
- Coach, mentor and motivate other team members to ensure delivery times are met.
- Providing strong, high-profile leadership and continuous improvement of behaviours, templates, processes and best practices
- Work creatively and analytically in a problem-solving environment demonstrating teamwork, innovation and excellence
- Deliver appropriate and effective executive level communication

Skills and Experience

- 5+ years of service delivery management and related experience delivering IT services
- Expert knowledge of ITIL V3, and/or V4 best practice (including formal qualification)
- Information Security awareness ISO27001 / Cyber Essentials
- Ability to deal with multiple tasks in a very busy and demanding service sector.
- Knowledge and experience of Microsoft packages, including Project, PowerPoint, Word and Excel
- Knowledge of both Product and Services delivery
- Broad knowledge of IT Infrastructure and managing software delivery
- Previous experience of software delivery and/or delivering project services to multi-client environments
- Commercially astute with P&L awareness
- Proven experience in building strong and professional relationships with key client's staff, partners and internal colleagues
- Experienced in managing suppliers, vendors and third parties involved in the delivery of services - making sure obligations are met
- Experienced in leading the design process to ensure that proposed new services & solutions are commercially viable, fit for purpose, aligned with market trends and supportable
- Confident in delivering training for internal staff
- Self-motivated, with the ability to adapt to change and competing demands
- Ability to travel to and from customer sites, and other offices used for external and internal meetings
- Strong communications skills, both written and verbal
- Able to create and present service management reports, with a keen eye for attention to detail
- A strong customer centric approach.

Desirable:

- Knowledge of Software Asset Management

The benefits of working for Certero

We're committed to creating a workplace where everyone is respected, our differences valued and people can be themselves without exception.

You will be working in our impressive, newly refurbished Certero Campus. At a shade under 20,000 square feet and set in 2 acres of land, our UK Headquarters boast extensive free car parking facilities, electric vehicle charging, a gym, a recreation / relaxation space and access to state-of-the-art technology.

We believe in the importance of investing in our employees, and therefore offer some great benefits as standard:

- Competitive annual leave with an optional additional holiday-buy scheme.
- Bupa private medical care, with options to add dependants.

- Bupa Blua app that provides access to a remote GP 24/7.
- Employee Assistance Programme
- Total-earnings Pension Scheme.
- Onsite Gym
- Company Perk and Discount Portal.
- Complimentary refreshments.
- Free on-site parking and electric vehicle charging
- Regular social events.