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Job Title: Service Delivery Manager

Reporting to: Operations Director

Location: Crawley, UK

Job Type: Permanent full-time

Job Tasks & Responsibilities:

Working closely with the Project Delivery Teams, Account Managers and the Service Delivery Team, the Service Delivery Manager has a remit for the following:

Service Team Management:

- Manage and develop the AV Service Delivery Team, including onsite managed service personnel and field engineers, including responsibility for service desk, application support, career development and staff appraisals
- Develop, adopt and deliver best practice service levels across the department
- Definition of service level agreements (SLA's) in relation to contracted services, ensuring the SLA's are achieved; service quality and client expectations are met or exceeded
- Effectively monitor, control and support service delivery, ensuring systems, methodologies and procedures are followed
- Lead service staff recruitment and selection
- Develop, adopt and manage processes and procedures to ensure a smooth transition from Vega projects into support and on-boarding new clients
- Monitor and manage staff sickness and ensure effective holiday planning across the department

Service Team Development:

- Develop and promote collaboration between the Service and other departments, provide motivation and maintain morale across the team
- Identify any skills and knowledge gaps, develop training plans and Implement workshops and training courses where required to fill those gaps
- Responsible for managing the quality of deliverables for service, ensuring that standards are applied
- To manage the performance of services to external clients, as defined in the relevant contract or services agreement and ensure that agreed Service Levels are achieved.

Administration & Reporting:

- Build and maintain client relationships both internally and externally
- Support the sales team in the development of proposals and bids for new and existing customers
- Attend regular or ad hoc client service review meetings covering performance, service improvements, quality and processes
- Ensure the delivered services are fit for purpose, carrying out relevant reviews as necessary
- Develop and Manage internal planning and reporting sessions for any aspect of Service Delivery including incident review, problem resolution and capacity.
- Create and present monthly service reports to Management
- Responsibility for reporting to the sales team on contract renewals and assisting with the negotiation and compliance of service contracts

Performance Indicators and Targets:

- High customer satisfaction ratings (internal and external)
- All incidents dealt with within agreed SLA and to the required standard
- Skills within the Service delivery team remain sufficient to meet internal and external business demands, identifying and filling any knowledge gaps
- Annual objectives set during appraisal meetings are met.

Additional Job Tasks & Responsibilities:

- In conjunction with Vega Management, develop a strategy for expanding the service delivery department and the on-site/off-site service offerings, to support a growing client base
- Review the existing support ticketing system and conduct a feature/cost/suitability analysis with other platforms on the market, produce and present to Management a report along with recommendations for change
- Conduct a comprehensive review of all processes, procedures, communication channels and documentation used by the service delivery department, and report to Management with recommendations for change

Experience, qualifications and skills required

- Excellent knowledge of AV systems, software, technologies, to support business needs
- Strong communication skills - Able to communicate effectively on technical and business issues (Internal & External)
- Strong people management skills
- Innovative thinker - able to turn customer problems into workable solutions
- Excellent time management skills
- Flexible but methodical and thorough approach - process oriented
- Solid leadership skills are essential, able to communicate ideas to technical staff, business users and Management with equal clarity.
- Proficiency in Microsoft Office
- Planning, coordination and organisation
- Attention to detail, analytical and problem-solving capabilities
- Strong team working skills
- Ability to adapt to a changing environment
- Proactive and able to multitask