

Redfaire is recruiting a Service Delivery Manager

An excellent opportunity has arisen to appoint a Service Delivery Manager within the Redfaire Global Support Team.

Reporting to the Global Support Director, the Service Delivery Manager will be responsible for achieving Service Level Agreement (SLA) compliance using effective resource planning, co-ordination, management, and prioritisation of service requests & incidents. They will also be responsible for achieving a healthy margin on the accounts & identifying billable opportunities. They will also be involved with new customer onboarding ensuring the support teams are ready and that there is sufficient capacity so as not to impact general service delivery.

The role requires someone who can keep a positive relationship with customers and employees alike, meet deadlines, provide leadership to a varied range of stakeholders and customers, stay organised, manage conflict and be creative, finding innovative ways to improve our customers' & employees' experiences and have good commercial awareness.

Responsibilities:

- Plan & deliver monthly Service Review Meetings with customers to provide feedback on service level compliance & breaches, analysis of ticket volumes & type & ensure customer satisfaction is maintained.
- Review and track support cost against revenue to achieve target margin, capturing billable opportunities & ensuring service entitlement is maintained.
- Perform Incident Manager role in the event of a critical 'P1' event to ensure system restoration within published SLA. Manage the publication of root cause analysis to customers and implementation of preventative actions.
- Work with Resource Managers to build dedicated support teams for customers.
- Liaise with internal departments & customers to ensure readiness for support including completion of on boarding activities & knowledge transfer.
- Ensure appropriate incident prioritisation & provide escalation point to customers.
- Work with other members of the service delivery management team to develop and implement continual improvement programmes.
- Ensure ISO27001 / GDPR compliance.

Candidate Skillset:

- Relevant 3rd level qualification or equivalent experience.
- Minimum 3 years' experience in a senior service delivery role.
- JDEdwards or other ERP experience essential.
- Have demonstrated strong leadership qualities: honesty, commitment, innovation, communication, accountability, commercial awareness etc.
- Excellent communication skills, both written & spoken in English.
- Proven systematic approach to problem resolution.
- Proven ability to be adaptable and to respond to constantly changing demands.
- Strong detail orientation with the ability to follow defined processes and proven experience of working in a result driven environment.
- Ability to work under pressure, take leadership & prioritise workload.
- Ability to drive the achievement and delivery of high customer service standards.
- Excellent knowledge of Microsoft products including Word, Excel & PowerPoint.

To apply:

Please send an email with your CV to careers@redfaire.com.