

# Service Manager (North America)

<b>Role Title</b>	Service Manager	<b>Role Purpose</b>
<b>Reports to</b>	Head of User Services	
<b>Directly Supervises</b>	1	
<b>Total team size</b>	3	

Service Manager (SM) is part of the Wider BTS Leadership Team reporting to the Head of User Services. The main purpose of this role is to act as the primary conduit between User Services and ABF Businesses. Service Manager will work closely with the Head of User Services and Business IT teams to ensure the Quality of Operational Services being delivered by BTS to ABF Business Users.

Strong leadership, senior stakeholder management existing experience in the IS environment and operational know-how are critical to the success in this role. This role manages diverse internal stakeholders, balances competing business unit priorities and plays an active role in analysing the goals which contribute to the BTS strategy and roadmap.

## Key Accountabilities:

- As a Service Manager, you will be accountable for all Services delivered to our ABF Businesses.
- You will provide leadership and management of the “virtual” team, ensuring Services, are aligned and focussed on the right business outcomes, under a BTS Strategy plan.
- Pro-actively seek to add value through the development of services in addition to existing services through the regular analysis of customer satisfaction and performance data.
- Be the voice of the Businesses within the BTS Division and represent BTS within ABF Businesses.
- Own the relationship between User Services and ABF Businesses globally - becoming the main point of contact for the business teams for general BTS operational queries
- Establish and maintain a strong, collaborative relationship with the Business IT teams that supports the delivery of BTS Services.
- Measure and monitor service performance, including SLA measures.
- Monitor all key performance indicators, including customer satisfaction and perceptions of service, and take action to prevent and address under-performance in addition to owning and delivering on any Service Improvement Plans.
- Develop strong internal networks with, and be an effective virtual team-member of, key internal departments.
- Proactively engage with the BTS Product managers to understand the current service model and future capabilities that can support the ABF Business goals. Be able articulate these within the Business IT teams to build engagement and support
- Collaborate and coordinate with Business Partners when working on topics that impact multiple BUs
- Deputise for Head of User Services as needed
- Provide Operational Support / Holiday Cover for other Service Managers.
- Participate in the Duty Manager On Call rota.
- Contribute to and develop Service Management Strategy and Roadmap.

## Essential Skills, Knowledge and Experience:

- Experience of working in a Service Management environment either with global house IT Teams or as part of a Managed Service Provider.
- Knowledge of working with ITSM toolset to drive customer experience initiatives.
- Energy, drive and influence to deliver
- Experience of looking after a multidimensional IT / Business agenda of various day-to-day IT matters
- Strong leadership skills, able to inspire, motivate and coach people and delegate effectively
- Significant experience of defining, executing and delivering operational transformational service strategies, resulting in operational excellence and best in class services
- Used to acting on own initiative and taking ownership of projects or issues
- Able to manage concurrent initiatives and conflicting demands
- Strong team player with ability to collaboratively to deliver results
- Strong communication and presentation skills in a variety of formats to different stakeholder seniority levels and audience types
- Experience of preparing and presenting business cases
- Proven ability to influence cross-functional teams without formal authority
- Some technical knowledge of Servicenow, Automation, Microsoft Platforms (Aure, Power Platform etc), Server, Storage, Backup, Virtualisation and Cloud technologies
- Experience of working in a global multi geographical and multi-cultural user base.
- Experience in presenting to and developing relationships with Senior Business Stakeholders.

## Essential Skills, Knowledge & Experience (contd):

- Ability to make sound and logical judgments
- Demonstrates leadership which reflects the values of the organisation
- Demonstrates behaviours which have been collaborative, courageous, trustworthy and progressive
- Strong customer service orientation
- Strong interpersonal, written, and oral communication skills.
- Ability to prioritise and execute tasks in a high-pressure environment and make sound decisions in emergency situations.
- Ability to present ideas in a user-friendly language.
- Highly self-motivated and directed.
- Keen attention to detail.
- Proven analytical and problem-solving abilities.
- Has a passion for service excellence and continually strives to understand the customers’ needs and how service can be aligned to meet these
- Evidence of a willingness to collaborate with internal and external colleagues to provide the best possible service to the end user customer
- Experience of establishing credible relationships within IT and Business community with examples of driving IT/Business change agenda

## Desirable Skills, Knowledge & Experience:

- ITIL v4 certification
- Experience of working for a multi-cultural business
- Knowledge of Servicenow and developing reports
- Servicenow Platform Analytics capability

## Other requirements of the role:

- Ability to work flexibly i.e. outside of recognised normal working hours
- Willing to travel to other locations/suppliers/vendors etc when necessary