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| Role Title: | Service Manager |
| Report to (title): | Head of User Services |
| Function/Department: | BTS – User Services |

ABF BTS Overview

Standard wording

Role Summary

Service Manager (SM) role is part of the Wider Leadership Team within the Business Technology Services division, 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 Business Units (BUs). The Service Manager will work closely with the Head of User Services and BU IT teams to ensure the Quality of Operational Services being delivered by BTS to ABF Business Users.

Role Responsibilities/Accountabilities

- As a Service Manager, you will be accountable for all services delivered to our ABF Businesses.
- Pro-actively seek to add value through the development of 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.
- As needed provide leadership and management of the virtual team, ensuring services, are aligned and focussed on the right business outcomes, under a BTS strategy plan.
- 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 Service Desk Manager and ITSM Platform team when needed
- Participate in the Duty Manager on Call rota.
- Contribute to and develop Service Management Strategy and Roadmap.

| Shift/Working Pattern |
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| M-F – 0830 – 5pm and will also require being available On Call (evenings / weekends) as part of a rota. |

| Experience, Knowledge, Skills & Attributes | |
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| Essential | Desirable |
| Relevant experience of working as a Service Manager / Senior Service Manager in an enterprise capacity within an in-house technology role or with a Managed Service Provider. | |
| Managed IT Service Provision within a large business or a portfolio of multiple smaller businesses. | |
| 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 | |
| Experience of establishing credible relationships with operational and senior leadership within IT and Business community with examples of driving IT and Business change agenda. | |
| ITIL v4 certification at Foundation Level | |
| Good knowledge of Service Management Toolset | |
| Strong experience of successfully managing and winning over diverse variety of stakeholders | |
| Presentation and report writing skills and presenting to senior stakeholders. | |

| Other Information |
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| Some travel might be required along with some flexible working to suit ABF Businesses. |