

Role Title	Service Delivery Manager – Customer Experience & Improvement	<b>Role Purpose</b> <p>The primary purpose of this role is to support the Service Manager in driving operational excellence and enhancing End User Experience.</p> <p>The Service Delivery Manager – CX &amp; Improvement will manage the service and relevant outcomes, drive accountability in technical teams and build excellent stakeholder engagement with internal BTS and ABF Businesses.</p>	<b>Associated British Foods</b>   <b>Business Technology Services plc</b>
Reports to	Service Manager		
Directly Supervises	0		
Total team size	0		

#### Key Accountabilities:

- Assist in Service Development: Promote fuller utilisation of the BTS service model, ensuring alignment with business needs as they evolve
- Support Relationship Management: Maintaining strong relationships with the Business Units by acting as a point of contact for Service Management Queries.
- Collaborative Engagement: Work closely with Business IS teams to support the delivery of BTS infrastructure services, ensuring alignment and smooth communication.
- Service Performance Monitoring: Assist in measuring and monitoring service performance, including SLA measures, and help track key performance indicators like customer satisfaction, capturing customer feedback for continuous improvement, proactively addressing recurring issues.
- Service Performance Improvement: Continual Improvement through user feedback and trends, identifying improvement opportunities, overseeing the implementation of these for improved end user experience.
- Handle Escalations: Manage day-to-day escalations, ensuring they are addressed promptly and effectively, with appropriate follow-up with focus in continual improvement to reduce ticket bumps and improvement in the end user experience
- Business Relationship Management: Develop relationships with key departments and serving as a liaison with businesses.
- Engage with BTS Product Managers: Help in gathering information on the current service model and future capabilities, aiding in the communication of these to Business IS teams to foster engagement and support.
- Proactively seek to add value: development of services through the regular analysis of customer satisfaction and performance data.
- Be the voice of the businesses: Represent the business needs to BTS to align improvement initiatives

#### Essential Skills, Knowledge & Experience:

- Relevant experience of working as a Service Manager / Service Delivery Manager in an enterprise capacity within an in-house technology role or with a Managed Service Provider.
- Familiarity with Service Management tools: Basic understanding and experience with Service Management toolsets.
- Proactive and Detail-Oriented: Demonstrates energy, drive, and attention to detail, with a focus on delivering results efficiently.
- Supporting IT and Business Operations: Experience assisting with the management of day-to-day IT and business operations.
- Ownership: Comfortable with taking ownership of tasks and responsibilities, ensuring timely completion.
- Multi-Tasking and Prioritisation: Ability to handle multiple tasks simultaneously and manage conflicting demands effectively.
- Team Collaboration: A strong team player capable of working collaboratively to achieve shared goals.
- Communication Skills: Experience of establishing credible relationships with operational and senior leadership within IT and Business community
- Basic Technical Knowledge: Some foundational knowledge of desktop, server, storage, backup, virtualization, and cloud technologies.
- Robust interpersonal, written, and oral communication skills.
- Ability to present ideas in a user-friendly language
- Proven analytical and problem-solving abilities
- A passion for providing an elevated customer experience

#### Desirable Skills, Knowledge & Experience:

- ITIL V3 or ITIL 4 certification
- Knowledge of Assyst Service Management toolset.
- Prior experience of dealing with stakeholders across various levels of an organisation
- Prior experience of working with a matrix team of technical staff, working with a diverse stakeholders comprising technical and non-technical members ranging from Operational Teams to C-Suite,

#### Other requirements of the role: