

CAREER OPPORTUNITY

JOB TITLE:

Service Manager



Background

Guided by our shared values, we all take pride in everything we do, working as one team with a shared vision to deliver the highest standards to our customers. We work in a fast moving ever-changing environment, so we are constantly looking at driving improvements to stay ahead of our game. There is a real passion to innovate across the whole Agilitas team, whether that be to improve our internal processes for our colleagues or simply make the customer experience a more pleasurable one! Our core PRIDE values (Passion, Respect, Innovate, Deliver, Embrace) unite the Agilitas team and ensure we remain focused and consistent in everything we do.

Main Duties and Responsibilities

- Accurate planning and forecasting
- Support the sales/account management teams in renewals and extensions management
- Work closely with the Service Director to deliver growth
- Identify and maximise opportunities for growth
- Run detailed day to day contract reports
- Ensure service obligations are met
- Hold regular service reviews with customers
- Provide performance stats and reports to the customer
- Manage service issues as required
- Ensure service quality measurements are in place and a service excellence ethos is promoted at all times

The successful candidate will have the following skills:

- Previous experience in an IT service delivery environment
- Experience managing IT service delivery
- Budget/P&L management capability
- ITIL qualified
- Excellent communication skills with strong planning and organisational skills
- Calm under pressure and adaptable to changing demands
- Confident to present to customers and build strong relationships

*Please note that the successful candidate may need to pass SCC UK MOD clearance

