

Service Delivery Manager

Job description	
Location	Based in London office with scope for home working (hybrid basis)
Hours per week	Full time, Monday – Friday: 9.00am – 5.30pm (with some work outside of these hours as required)
Purpose of the Role	To oversee and be responsible for the delivery of services by the Client Support, Software Support, Planning and Training Teams, ensuring that Food Alert delivers an exceptional service to our clients
Reporting to	Operations Director
Key responsibilities	<ul style="list-style-type: none"> • To manage the Client Support, Software Support, Planning and Training Teams, leading and motivating team members and ensuring that workload is appropriately distributed. • To provide regular reports to the Operations Director on departmental activity including maintaining and updating the SLT dashboard. • To raise any concerns pertaining to service delivery or business continuity to the Operations Director without delay. • To develop and maintain a detailed understanding of Food Alert's client base, products and services. • To ensure that all team members deliver a consistently high standard of service to our clients, setting KPIs for service delivery and ensuring that these are achieved and exceeded. • To oversee the smooth running of Food Alert's office, ensuring that the team deliver an excellent service to its internal and external customers (i.e. the supplies are well maintained, calls are answered quickly, issues are resolved in a timely fashion) • To maintain documented processes and procedures, continually reviewing these in order to maximise efficiency and make recommendations for service improvements. • To oversee the implementation of ISO9001, ensuring that appropriate quality management systems are embedded and to achieve synergies across the different businesses within Citation's Food Service offering. • To maintain the operational issues log and to ensure actions are closed out within the appropriate timeframes. • To liaise with the Project Management Team to assist with the delivery of projects • To work closely with the Project Manager and Group Programme Manager in order to ensure that any integrations and acquisitions are seamlessly managed in line with project timelines.

	<ul style="list-style-type: none"> • To undertake appraisals with all line reports on an annual basis, as well as regular performance reviews, and provide reports post-appraisal to HR and the Operations Director • To identify training and development needs of team members facilitate their delivery, in collaboration with the HR Business Partner. • To participate in the interviewing and appointment of new team members as and when required • To liaise with the building management team/landlord and maintain the working environment. • Any other duties as consistent with the role.
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Person Specification	
Experience	<ul style="list-style-type: none"> • Solid experience in an operations, logistics or planning department within a fast-paced consultancy or SME. • A proven track record of managing resources within a service delivery environment.
Personal Competencies	<ul style="list-style-type: none"> • Excellent people management skills, with the ability to motivate and lead others. • Excellent organisational skills and the ability to manage own time effectively • Attention to detail and an analytical approach • Strong interpersonal skills and the ability to build long lasting relationships • Ability to provide a constructive approach with clients and forge a professional and valued relationship • Excellent IT skills including MS Office, CRM, auditing software • Conscientious, process orientated and able to apply a consistent standard and approach • An eye for operational efficiencies and continuous improvement mindset.
Specific Knowledge	<ul style="list-style-type: none"> • Positive, can-do attitude • Ability to challenge the status quo and manage change • Enjoys a challenge and working in a fast-paced environment • Team player who will step in and assist others when necessary