



## RECRUITMENT VACANCY

SERVICE DELIVERY MANAGER

# SERVICE DELIVERY MANAGER

## KEY FACTS

LOCATION	Stevenage, Herts (UK)
CONTRACT	Full time (Average 37.5 hours per week)
SALARY	£ Competitive
CONTACT	people@bulletproof.co.uk

## OVERVIEW

Bulletproof – a rapidly growing, technology focussed, cyber security company, is looking for a Service Delivery Manager to work closely with our Heads of Department. Enabling a high level of satisfaction across our core services, penetration testing, security operations and consulting. In this role you will be working closely with a talented team of department heads to ensure the company's services meet customer expectations through managing projects, fixing any reliability issues, tracking service metrics, managing budgets and helping lead the professionals responsible for getting services delivered to clients.

You will use your experience to bring key departments together and lead the troubleshooting of technical issues, ensuring that service agreements are met, assist with contract renewal and service reviews. We are looking for someone who can keep a positive relationship with clients, manage finances, meet deadlines, lead a team, stay organised, manage conflict and use creativity to find ways to make the service better.

You will have accountability for full end to end contract deliverables, delivering sustainable business and customer outcomes, while ensuring all governance, risk, finances and resources are managed effectively across a range of delivery areas. You will have experience managing customers from various industries including finance, tech, automotive, healthcare, as well as third party suppliers. You will be an effective point of escalation for customers and stakeholders, to manage and resolve project delivery issues alongside the Heads of Department. You will identify, promote and implement targeted service revenue opportunities. Input to weekly, monthly and yearly revenue forecasting and operational cost analysis.

This is an opportunity to be part of an exciting and fast-growing security company who has engineered its own innovative products from the ground up. We want to bring someone into the team to help take the customer experience to the next level in collaboration with our customer success manager.

## PRIMARY RESPONSIBILITIES

- Owner of the incident, request, change and escalation processes, ensuring high levels of performance in these processes. Accurate reporting and establishing service improvement activities when required.
- Take ownership of major incidents to ensuring coordination of resolving parties, effective communication to stakeholders and post incident review.
- Monitor, control and support service delivery; ensuring systems, methodologies and procedures are in place and followed.
- Champion service and support in projects and developing a strong understanding of projects impacting your service area and ensuring service impact is minimised and agreed.
- Be accountable for the quality of service and performance; ensuring future demand from growth and projects are understood and factored into capacity plans for all associated systems.
- Drive internal and third party service review meetings covering performance, service improvements, quality and processes.
- Make recommendations for Service Improvement Plans and ensure actions are followed through to completion in a timely manner work with internal and third party teams to ensure actions are taken and completed to protect and improve services.
- Provide regular and accurate management reporting on service performance.
- Be a company ambassador, working across the business to provide effective communication and build relationships with other teams to ensure effective dialogue between departments.

## SKILLS REQUIRED

- A passion for Service Improvement
- Excellent leadership and people management skills
- Excellent written and verbal communication skills
- Excellent customer facing/customer service skills
- Able to work under pressure and meet deadlines
- Able to demonstrate a high degree of flexibility including shift and out of hours working
- Excellent organisational skills
- Able to manage sensitive and sometimes confidential information
- Self-motivation and able to take responsibility
- Able to manage and prioritise tasks and time efficiently
- Able to demonstrate initiative and a proactive approach to daily task

## REQUIRED QUALIFICATIONS / EXPERIENCE

- Minimum of 3 years' experience in a similar role
- Bachelor's Degree or higher
- ITIL Qualified
- Experienced service management professional
- Previous experience as a team lead or demonstrable experience in leading virtual teams
- Experience of managing 3rd parties and 3rd party delivered services
- Service management or support in a large-scale and diverse environment of incident management, escalation procedures and related disciplines
- Expert knowledge of ITIL disciplines

## PERSONAL ATTRIBUTES

- Innovative
- Honour commitments
- Support your team
- Positive can-do attitude
- Analytical with exceptional problem-solving skills
- Able plan and manage time effectively
- Able to think laterally and creatively
- Strong relationship management, negotiation and influencing skills
- Accurate in approach with strong attention to detail
- Self-motivated and committed

## BULLETPROOF BENEFITS

- 25 days annual holiday
- An additional day's annual holiday for your birthday
- Company pension
- Private Healthcare
- Subsidized gym membership
- Perkbox employee benefits platform
- Office coffee machine with locally sourced fresh roasted beans and a variety of herbal teas
- Frequent team events
- Relaxed working environment
- Flexible working policy

## ABOUT US

### BULLETPROOF

#### YOUR BEST DEFENCE AGAINST CYBER THREATS

We believe that our information and cyber security services are the best way to stay ahead of the hackers, take control of your infrastructure and protect your business-critical data. Key to our success is our in-house UK Security Operations Centre staffed 24/7 by our highly trained penetration testers, security analysts and compliance experts.

Bulletproof's most popular services include:

- Penetration testing,
- Social Engineering
- Red Team
- Proactive Monitoring
- Incident Response & Forensics
- Compliance Services

Bulletproof is the dedicated cybersecurity arm of the ServerChoice Group, an organisation with over 10 years' experience in providing secure online services, so you can be sure you're joining a well-established, growing organisation.

### USEFUL LINKS

[www.bulletproof.co.uk](http://www.bulletproof.co.uk)

[www.serverchoice.com](http://www.serverchoice.com)

*Please note that as part of the recruitment process a criminal records check will be carried out by an authorised third party.*



 01438 532 900

 [contact@bulletproof.co.uk](mailto:contact@bulletproof.co.uk)

 [www.bulletproof.co.uk](http://www.bulletproof.co.uk)