

Job Description

<u>JOB TITLE</u> :	Head of Service Delivery
<u>LOCATION</u> :	Nationwide
<u>REPORTING TO</u> :	Group Managing Director
<u>DIRECT REPORTS</u> :	Head of Technology, Business Compliance Manager

MAIN PURPOSE OF JOB :

The role of Head of Service Delivery will lead a coordinated approach to OmniServ service delivery across multiple operational teams. An internal and external facing role representing OmniServ, ensuring services provided are of high quality, efficient cost and to agreed and expected service levels. Working to ensure that the operating functions demonstrate readiness to deliver service quality and are able to scale to meet business growth targets.

KEY RESPONSIBILITIES:

Operational Planning

- Working closely with Finance, Operations and I.T. in ensuring planning and performance processes are co-developed and aligned with budgets and financial performance.
- Managing the performance management of the organisation.
- Managing the weekly/monthly and quarterly reporting process; by setting KPIs against commercial SLAs and setting operational milestones in line with the organisation's plan on each individual contact.

Operational Strategy

- Develop and embed OmniServ's approach to managing our progress against our organisation strategy and annual business plans, collaborating with relevant leads.
- Ensuring 3rd party service providers are appropriately and proactively managed to their contractual commitments and SLAs inclusive of appropriate escalation and resolution of quality issues.

Developing new Business

- To assist opportunities to develop new profitable business for OmniServ with innovative planning and resourcing.
- Oversight of the SLA management, definitions, and calculations that define the responsibilities between the service provider and business.

- Leveraging commercial experience to incorporate best practice and ensuring excellence is embedded across the organisation.
- Analyse and evaluate commercial data, providing suitable solutions to overcome any operational challenges.

Relationship with Customers

- To develop and maintain an effective ongoing working relationship with all key contacts, and ensure they are kept fully in touch with any relevant issues as they arise.
- Ensuring OmniServ is best placed to ascertain and position themselves for any new or innovative business opportunities.

Leadership:

- Provide professional leadership to employees at all levels throughout the company.
- Ensure in conjunction with the Head of HR, that all members of the planning, performance and IT team have credible and challenging Personal Development Plans and oversee their delivery.
- Maintain an evidence based culture, which is people centric, commands the confidence of customers, and promotes multi-disciplinary and cross organisational working.
- Contribute to the company's Talent Management objectives, supporting staff with identified potential to realise and achieve their full potential within the company.
- Manage and develop motivated, committed and well-trained teams. Establishing (in conjunction with other executive management), and then monitor clear performance targets, both quantitative and qualitative, for the team, informed by those activities, which will significantly improve the performance. To monitor delivery of these targets and to take steps to address any inadequacy.
- To set a positive and highly professional example to the whole team by appropriate actions and a demonstrable high level of commitment.

IT:

- To ensure the operational IT systems within the business deliver the best solutions in an optimal way.
- To support the desktop and networking needs of all IT users within Omniserv.
- To continually research and implement new IT solutions which would support the business in a cost-effective way and drive improved performance
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Reporting:

- Issue timely and complete departmental reports demonstrating strategy development and innovative projects.
- Recommend benchmarks against which to measure the performance of company operations.
- Calculate and issue operating metrics.
- Calculate variances from SLA and plans and report significant issues to management. Provide for a system of management reports.
- Provide input for commercial decisions as needed, in particular for pricing decisions, and contract negotiations.

Customer Service Strategy

- Oversee the creation and implementation of a strategy to drive continuous, consistent and excellent customer service through planning and performance delivery.
- Coaching and developing teams across our operations in the UK, ensuring all key KPIs are met and exceeded where possible.
- To learn and assess new ways of working from outside of the industry, ensuring that OmniServ maintain their USP as the premier customer service operator within the industry.

Budgetary control

- Ensuring that systems and technology for operational utilisation remains within commercial budgets assigned.

Representing OmniServ

- To represent OmniServ and the ABM Corporation directly and through networking generally to all key stakeholders including passengers, AOC, service partners, regulators and trade unions, etc in order to present a favorable image and representation of the Company.

Setting an Example

- To set a positive and highly professional example to the whole team by appropriate actions and a demonstrable high level of commitment.

Any other task reasonably required.