

# Head of Service

## Job Description

Job Title	Head of Service
Reports To	COO
Job Purpose	To lead the service operations and service management teams to deliver service that meets all aspects of required SLAs, efficiently and effectively, whilst striving to improve measured customer satisfaction.

### Key Responsibilities:

- Lead the group Service Desk to deliver excellent service on a 24/7 basis
- Working with Technical Operations, manage all customer cases to resolution within agreed and defined service levels
- Deliver high quality, timely, communication on cases with useful updates within SLA
- Manage all aspects of service operation following ITIL best practice and to relevant and applicable quality standards
- Measure and improve customer satisfaction using NPS
- Agree and publish metrics and KPIs on timely basis that best demonstrate Service Delivery efficiency and performance
- Present dashboards and publish reporting to customers on achievement under SLA and other relevant aspects of their contracted service
  
- Plan team capacity against demand and recruit appropriately to maintain effective and efficient 24/7 capability
- Drive team performance whilst best utilising individual capabilities and strengths
- Continually review team skills to drive a development program for the team to maintain skills against changing technical requirements.
  
- Own, maintain and improve relevant Service Operation and Service Management processes in conjunction with Technical Operations
- Utilise and evangelise Continual Service Improvement (CSI) for both internal and customer-centric service delivery
- Engender and maintain strong relationships with key stakeholders: Technical Operations; Sales; Engineering
- Represent Service in collaboration on business continuity plans
  
- Stay up-to-date on all relevant ITIL & service delivery development
- Represent the group at events and within the wider service industry.

# Head of Service

## Job Description

Person specification:

Requirements	Essential	Desirable
Education	Maths & English A Level or equivalent.	Degree level in relevant subject or equivalent.
Knowledge	ITIL v3 to Practitioner level or equivalent  Expert level in at least one ITSM system  Solid understanding of OSS system(s)	Basic understanding of Layer 2/3 networks in a service provider environment  VoIP, SIP;  ServiceNow
Experience	2 years in service operations or service management leadership role	5 years in senior service management leadership role; Service experience in an ISP or telecomms environment;
Skills	Service Management under ITIL framework Presentation skills	Project Management
Personal Qualities	Ability to prioritise Calm under pressure Passion for customer service	Motivational with the ability to drive high performance from others
Other Requirements (e.g. Driving Licence)		