

## Entanet Job Description Form

Job Title	Service Management Lead
Reports To	Head of Service
Job Purpose	The Service Management Lead will act as the primary Service Manager and will lead the current team of existing SMs. The SML will ensure that the team are successfully managing and delivering against client requirements as well as being an advocate of Customer Experience and satisfaction through the CityFibre group. The SML will not only work with the team to solve customer requests but will proactively offer ideas and insights to improve the customer's issues and challenges.

### Key Responsibilities:

- Own the service review process and ensure the reviews are carried out in conjunction with other stakeholders within the business to ensure clients are satisfied with our services.
- Alerting the sales team to opportunities for further sales within key clients.
- Attending meetings with clients to build relationships with existing accounts
- Setting client relationship targets and KPIs in agreement with the Head of Service
- Own the company Customer Satisfaction score and associated continual service improvements
- Manage a 'Balanced Scorecard' that effectively measures all elements of the service provided and customer experience, including provisioning and delivery, service desk, billing and escalations
- Develop and implement effective strategies to manage key customer relationships, anticipate customer needs and provide a superior quality service to position the Company as the preferred Supplier to both existing and future customers.
- In conjunction with internal departments ensure that any operational issues are resolved and procedures put in place to address any requirements. Follow up on every issue and ensure complete satisfaction of the services sold to customers.
- Management of Customers' expectations and a focal point for customer service issues including escalation point for MSOs.
- Identifying training needs based on customer feedback/trends and ensure relevant teams complete required training
- Provide reports / advise to management when required
- Own the company complaints process and undertaken suitable reviews and own suggested improvements.
- Act as part of the duty manager function
- Undertake all HR duties for the service management team
- Any other tasks that may occur from day to day within the department.

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## Person Specification

Requirements	Essential	Desirable
Education	<ul style="list-style-type: none"> <li>• Minimum 5 GCSEs or equivalent, grades A*-C including Mathematics and English</li> <li>• ITIL Foundation</li> </ul>	<ul style="list-style-type: none"> <li>• Educated to degree level in a Business or IT field</li> <li>• ITIL practitioner</li> </ul>
Knowledge	<ul style="list-style-type: none"> <li>• Knowledge of ISO9001 and ISO27001.</li> <li>• Knowledge of Service Delivery and Service support disciplines defined by ITIL</li> </ul>	
Experience	<ul style="list-style-type: none"> <li>• Experience of building and managing customer relationships in a relevant commercial environment</li> <li>• A track record of effectively handling complex customers, to meet the needs of their demands</li> <li>• Experience of conducting service reviews and reporting</li> <li>• Experience of Customer satisfaction reporting and creating service improvement plans</li> <li>• Experience of team management</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of MSO management</li> <li>• Experience in providing Service Delivery in the Telecommunications industry with a particular focus on data networking products and services i.e. MPLS, VPLS, Leased Lines, Internet Access and DSL services</li> </ul>

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<p>Skills</p>	<ul style="list-style-type: none"> <li>● Proven skills in building effective networks across business areas, developing relationships based on mutual trust</li> <li>● Ability to lead and influence colleagues and to offer training and support in the customer service field</li> <li>● Strong interpersonal skills and an ability to build rapport with customers.</li> </ul>	
<p>Personal Qualities</p>	<ul style="list-style-type: none"> <li>● Able to comfortably liaise with clients and address their needs</li> <li>● A natural and easy communicator</li> <li>● An excellent planner and organiser</li> <li>● Hardworking with a strong work ethic.</li> </ul>	
<p>Other Requirements (e.g. Driving Licence)</p>	<ul style="list-style-type: none"> <li>● Able to travel to customer locations when required according to business need</li> </ul>	<ul style="list-style-type: none"> <li>● Full driving license</li> <li>● Own transport</li> </ul>