Position Description – Service Delivery Manager

DIVISION & TEAM	Operations Service Delivery	**REPORTS TO**	Service Delivery Lead (or any other position as determined and advised by JSCL)
BAND	F		
FUNCTIONAL RELATIONSHIPS	*INTERNAL* • *JADE TEAM MEMBERS*	*EXTERNAL* • *CUSTOMERS/CLIENTS* • *THIRD PARTY SUPPLIERS*	
DOES THIS ROLE HAVE DELEGATED AUTHORITY?	YES	**IF YES, DELEGATED AUTHORITY AMOUNT**	**$**

1. ROLE PURPOSE

- The Service Delivery Manager (SDM) is accountable for the effective governance and performance of an assigned portfolio of Managed Service clients.
- The role ensures agreed services are delivered in line with contractual commitments, service levels and customer expectations, while identifying and coordinating service improvements.
- The SDM acts as the customer facing owner of service outcomes, providing visibility of service health, risks, actions and improvement priorities. The SDM coordinates across operational and technical teams at the service outcome level.
- The SDM serves as the customers advocate within the company while representing the company's interest to the customer, ensuring a mutual understanding of objectives that benefits both parties and fosters a strong and collaborative partnership.

2. KEY ACCOUNTABILITIES & EXPECTATIONS

Customer Relationships

- Develop a strong understanding of each customer's business context, service priorities, contractual commitments and desired service outcomes.
- Work with the customer and internal service owners to enable effective, reliable and continually improving service delivery.
- Act as the primary customer contact for service governance, service risks and escalations outside normal support and operational channels.
- Maintain the engagement cadence appropriate to the agreed service model.
- Partner with the commercial relationship owner on service governance, planning and commercial decisions.

Service Performance, Risk and Improvement

- Oversee customer-facing problem, risk and escalation outcomes, ensuring appropriate technical owners, priorities, communications and follow-up are in place.
- Monitor service health and customer experience, identify recurring service issues and co-ordinate agreed service-improvement actions.
- Provide service reporting appropriate to contractual obligations and the agreed service model, including SLA performance, material incidents, risks, actions and improvement priorities.
- Promote continual improvement in service delivery practices, identifying opportunities to simplify, standardise or automate service-management activities, reporting and customer insights through the appropriate use of digital, automation and AI-enabled tools.
- Review service performance against agreed SLAs and contractual commitments, ensuring exceptions are understood, owned, communicated and followed through.
- Maintain visibility of material service risks, major incidents, problem records, post incident actions, significant changes, DR obligations and upcoming demand across the assigned portfolio.
- Lead or support service reviews using evidence, agreed actions and clear ownership, avoiding duplicate operational tracking where a system of record already exists.

Contractual Awareness, Service Risk and Information Protection

- Ensure that customers are invoiced promptly and accurately according to their contract. Ensuring that issues do not develop that will cause the customer to delay or dispute payment of Jade invoices. Where appropriate assist with debt follow-up.
- Be responsible for the customer's sensitive information as specified in Jade's Information Security Policy.

- Protect customer assets and service levels through proper change control procedures and to ensure changes are communicated to all interested groups.
- Assist with maintaining accurate records of contracts, variations of contracts and other commercial documents relating to the customers.

Cross- Functional Service Leadership and Influence

- Identify service improvement opportunities and provide service context to the commercial/ delivery owner where a change in scope or a Statement of Work may be required.
- Lead cross-functional coordination at the service-outcome level, ensuring clear ownership, priorities, dependencies, decisions and customer communication. Represent customer service priorities, risks and feedback within Jade and ensure material issues reach the appropriate owner and governance forum. Use influence and evidence to align internal teams around contractual service outcomes, agreed priorities and sustainable improvement.
- You maintain service-management oversight rather than managing individual technical tasks. You step in where ownership needs clarification, service or customer impact requires attention, or escalation and cross-team coordination are needed.

Jade Core Operating Principles

- CUSTOMER LED
  We focus on what matters most to our customers and measure success by the outcomes we help them achieve - not just the work we deliver.
    - We are curious to understand our customers context.
    - We earn trust by delivering value, not just software.
    - We understand value, growth and satisfaction are interlinked.
- AUDACIOUS TOGETHER
  We work as one team to challenge the status quo and find better ways. We are bold in our thinking and honest with each other to lift performance.
    - We speak up, because better ideas come from honest dialogue.
    - We say no to settling, we back ourselves to go big.
    - We move at pace, we decide and then commit as one.
- DEPENDABLE BY DEFAULT
  We take ownership and follow through. We deliver what we say we will, and build trust through consistent, reliable execution.
    - We own the outcomes not just the tasks.
    - We show-up with a 'can-do' attitude.
    - We mind the gaps and help each other to find a way through.

Personal Development

- You have an established training and development plan, in consultation with your People Leader and you commit to delivering against it each year.
- You engage in regular development conversations with your People Leader and actively work on areas of your development.

Safety & Wellness

- You actively participate in and support safety and wellness initiatives.
- You understand and comply with our safety and wellness policies and procedures including emergency procedures.
- Report all accidents and incidents, including discomfort and near misses promptly.
- You keep your work area tidy and clear of clutter and hazards.

Other duties as may be reasonably required from time to time.

3. PERSON SPECIFICATION

	ESSENTIAL	PREFERRED/DESIRABLE
Education/Training	• Relevant experience or qualification in IT service management, managed services, information technology or a related discipline.	• ITIL 4 Foundation or a comparable service management qualification; further service-management, SIAM or continual improvement training is desirable.
Experience/Knowledge/Skills	• At least three years of experience in IT service delivery, managed services, service management or a comparable customer-facing technology environment. • Demonstrated experience improving service-management processes through simplification, standardisation, automation or the effective use of digital and AI-enabled tools. • Demonstrated experience managing customer service outcomes, service governance, SLAs, risks and escalations in an IT environment. • Strong communication, facilitation and stakeholder-management skills, including the ability to lead evidence-based service reviews. • Demonstrated ability to coordinate service risks, escalations and major-incident customer outcomes while maintaining clear technical ownership. • A proactive, accountable and improvement-focused approach. • Strong portfolio, prioritisation, time-management and organisational skills. • Ability to adapt to changing service demand while maintaining role boundaries and agreed priorities. • Strong written communication skills, including concise service reporting, risk summaries and executive-ready updates. • Strong analytical capability, including interpreting SLA/KPI trends, service risks, incidents and improvement data.	• Experience managing a portfolio of managed service customers • Working knowledge of incident, problem, change, service level, continuity and continual improvement practices. • Experience coordinating across application, infrastructure, networking, security and third party service providers. • Experience using ITSM platforms, service dashboards, workflow automation, analytics and AI-enabled productivity tools to support service governance, reporting and continual improvement.