



# Service Delivery Manager



## About Post Office Insurance

POI is a customer focused organisation that relies on the Post Office, its network, customer data and marketing capabilities in order to deliver its plan objectives.

As an independent business, it was established in 2014 after the Post Office bought out the joint insurance venture between Bank of Ireland UK and Post Office. Our vision is to operate as a specialist broker. Our team has expanded significantly since then, as we continue to pursue our core visions to:

- Deliver operational efficiency, product and pricing flexibility resulting in greater control of, and access to, the value chain;
- Directly control customer management, policy conditions and retail pricing;
- Enter in to partnership agreements with Underwriters, Third Party Administrators, Software Houses and Consultancy firms to procure and develop the capabilities required in support of our chosen business model; and,
- Build a tangible asset for the Post Office.

POI is a wholly owned subsidiary of Post Office and this means you are part of an organisation that is trusted by communities and consumers, putting its people and customers first. Together we have the opportunity to write the next chapter of an iconic organisation with over 300 years of history. We shape our future and each of us has the autonomy and responsibility to help create a business we can all be part of and proud of.

We know that the best way to provide a great service for customers is to evolve our business and adapt to their changing needs. We're improving our online and in store experience for customers because we know that our customers never stop changing, so neither will we.

We are working hard to ensure that the next chapter of the Post Office's history is a bright one. We are the current guardians of an iconic business and we want to hand over a thriving network of branches which can continue to provide essential products and services for our customers for many years to come.

This is a uniquely exciting and challenging time for the Post Office and for POI – we're shaping the future and creating a business we can all be proud of.

We share the Post Office values of Care, Challenge, and Commit.

### The basics

Job Title:	Service Delivery Manager
Post Reports to:	Head of IT Operations
Division:	Operations
Budget Responsibility:	N\A
Number of Direct Reports:	0
Location:	Finsbury Dials

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## The purpose of the role

We are looking for an enthusiastic individual to join our newly created service management team to assist in ensuring all service support and service delivery actions are undertaken, and to maintain a best practice service model role across the organisation. The role demands an understanding of what good service management looks like and how it can be achieved and maintained while protecting the customer.

## Principal accountabilities

As a Service Delivery Manager in POI, you will be responsible for assisting in the delivery of service management across the POI business.

- Assist the Head of IT Operations in delivery and development of the POI service management framework.
- Supporting the day to day operations of 3<sup>rd</sup> parties and suppliers to ensure service levels are met.

### What will you be responsible for?

- Tracking incidents through to resolution
- Assist in identifying and resolving any performance issues
- Provide a bridge between IT and the business for incident identification and resolution
- Implementing the Problem management process and performing root cause analysis to prevent repeated incidents and identify areas of improvement
- Managing stakeholder communications through the incident and problem management process
- Analysing ticket information to identify trends to help support the business and support teams
- Work with the outsourced hosting partners to ensure the best service is delivered
- Monitor SLAs and OLAs with all suppliers
- Support the ITIL lifecycle and maintain a close working relationship with the change team
- Produce monthly service reports
- Ensure data security is paramount in the service that is delivered
- Represent POMS as a centre of excellence for service management

## Qualifications, experience and skills

### KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED:

- Experience working in a service environment
- ITIL experience in incident & problem management
- Knowledge of insurance policy administration systems
- Experience of working with an outsourced environment

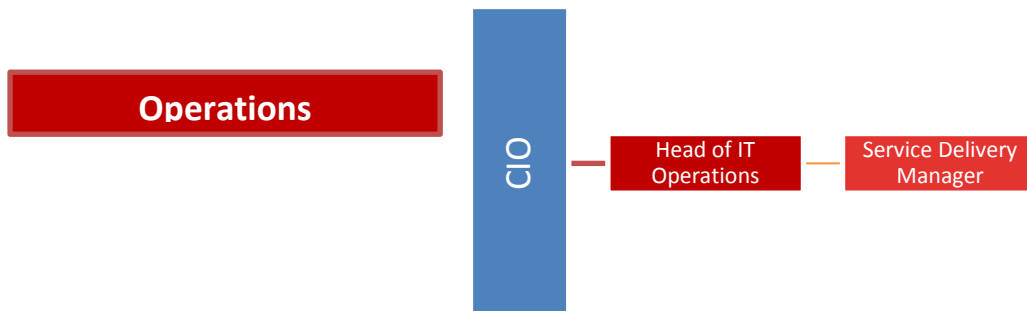
### Skills

- You will have experience in working in a similar role and ability to work under pressure, especially managing incidents in an organisation
- You will have an understanding of incident and problem management
- You are good at managing your time and multi-tasking
- You will champion the end customer at all times
- You work well both on your own and within wider team across geography's
- You challenge accepted standards and the way things are done currently, asking questions to improve quality and performance
- Proficient in advanced excel skills

### Qualifications

- Relevant professional qualifications preferred.

## Where does this role fit in with the rest of the team?



## IT permissions

Please note that the following section is to be completed by the Line Manager (*deleting any on the list that are not applicable and inserting any not already included*):

### IT permissions

Job Role	Service Delivery
IT Equipment	Laptop, mobile phone; Desk top computer, Monitor, Keyboard, Mouse, desk phone
Applications	Microsoft Office 365, email account, SAP ESS; Employee Interaction Centre, Success Factors (L&D); Sharepoint, Opus Trust (payslips), Capita (travel), Reward site (benefits), Skype for Business, Lync 2013, Adobe Reader, Adobe Flash Player, Adobe Shockwave, Adobe Flash
Software Access	Duck Creek
Other System/Application	HR Cascade
Approved by [System Owner]	
Job Title [System Owner]	
Date	