Job Description – Service Delivery Manager

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| Department | Central Service and Client Companies |
| Grade | Grade 12 |
| Reporting to | Head of Client Company Managed Services |
| Direct reports (yes or no) | No |
| WTW Code |  |

| Job Purpose |
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| To ensure managed service alignment across all client companies, enabling consistent and high-quality service delivery. The role is responsible for ensuring performance is measured across all business areas and client companies, and that services are delivered in line with agreed standards. |

| Key accountabilities |
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| * To work closely with the client company Board Chairs, Directors and Service Delivery Leads to ensure services are delivered in accordance with associated managed service agreements. * Be instrumental in supporting the continuous evolution of the client companys service delivery product collaborating closely with business areas to ensure seamless integration of changes into the service schedule. * Drive service improvement initiatives by analysing performance data, identifying trends, and implementing changes that enhance service quality and client company satisfaction. * Lead regular reviews of services with business areas to assess performance against KPIs and SLAs, identifying gaps and initiating remedial actions where necessary. * Act as the central point of contact for client company queries related to service performance. Collaborate with Service Delivery Leads and business areas to resolve issues efficiently and transparently. * Prepare and publish regular performance outputs including KPIs and survey outcomes to ensure transparency and accountability. * Regularly review the services schedule in the Master Services Agreement (MSA) to ensure alignment with the services being provided. * Ensure consistent service delivery across all client companies, working closely with business areas to align operational practices and expectations. * Regularly review and refine KPIs to ensure they remain relevant and effective in measuring service performance across all business areas and client companies. * To support and deputise for Head of Client Company Services as required. * Provide seamless coverage and support for Service Delivery leads, ensuring continuity of operations during their absences. * Build and maintain strong relationships with internal stakeholders and client company representatives to support continuous service improvement. * Own service-specific operational risks, ensuring they are identified, reported, and mitigated. Ensure compliance with regulatory, data protection, and governance frameworks. * When client companies require additional services, manage the call-off contract process to scope and qualify the service required, including estimating the effort and cost. |

| Role requirements |
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| * Minimum 2 years in service delivery role * Experience in contract management or commercial operations * Skills in data analysis and reporting * Previous experience in a regulated industry is desirable * UK Insurance industry experience would be beneficial * Exceptional stakeholder relationship management and communication skills * Significant planning, priotitisation and time management capability * Exposure to risk management and compliance frameworks * Experience in service design or product development * Experience delivering SLAs for critical services * Ability to think creatively to achieve the best outcome * Concise and accurate written and verbal communication skills * Innovative thinker – able to use all available resources to get to the right result |