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.
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| 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
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