



Job Description – Service Delivery Manager

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

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

- 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 company's 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.

Key accountabilities

- 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

- 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, prioritisation 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