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# Example of Delivery Service Manager Job Description

Our innovative and growing company is looking for a delivery service manager. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don’t fill all of the qualifications, you may still be considered depending on your level of experience.

## Responsibilities for delivery service manager

* Management of internal policies and procedures and auditing weekly/monthly as necessary
* Management of any performance reporting and dashboard information for department
* Regular weekly/monthly building audits (in and out of core hours) to ensure services are being delivered to a satisfactory and safe standard in line with contractual SLAs and KPIs
* Chair regular monthly champions meetings
* Chair regular monthly vendor meetings and review performance against SLA and financial targets
* Building, robust ongoing management and forecasting of the soft services budgets ensuring accurate track of spend
* Deputising for the senior manager and peers as necessary
* Liaise with internal teams who deploy, configure and maintain client environments within Managed Hosting
* To manage the delivery of services to clients against an established Service Level Agreement and Service Operating Schedules
* To manage the implementation of minor projects against agreed contracts specifications

## Qualifications for delivery service manager

* Graduate with more than 10 Years of Experience in MCP, ITIL Certfied, PMP Trained
* Experience in ITIL Service Management module
* Strong technical negotiation skills
* Experience of showing confidence under pressure in customer meetings
* 5 years Domestic Cash Management Experience with a deep understanding of Treasury Solutions product/service offerings
* 2 years Customer Service Experience with a strong background in high touch client service